

BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS
TOWN HALL

In the Matter of an)
Investigation into the)
Customer Service and)
Billing of Liberty) File No. 00-2025-0233
Utilities Including)
Electric, Gas, and)
Water Utilities)

TUESDAY, JUNE 10, 2025
6:00 p.m.

Aurora Recreation Center
126 W. Hadley Street
Aurora, MO 65605

VOLUME I

Transcribed by:
Melissa Eicken

1 UNIDENTIFIED MALE: Ladies and gentlemen,
2 as you can tell, we're very crowded. If you would,
3 kind of like a sold-out arena, if you would -- if you
4 can move in towards the middle, so we can make some
5 seats on the outside. They're bringing in some more
6 chairs, but we've only got about 20 more chairs to
7 bring in. So if you don't mind moving in toward the
8 middle, if you can, have got something to say, that
9 would help. Thank you very much. Folks, we have a
10 couple of seats --

11 KIM BOLIN: Can everybody hear me? Let's
12 see which one's better. Okay. Hello, everybody. We
13 can get started here. We've got quite a people here
14 tonight, and we want to hear from people, so. Good
15 evening. My name is -- I'm off. Okay. My name is
16 Kim Bolin. I'm the division director for the
17 financial and business division of the Missouri Public
18 Service Commission. We are here tonight to host a
19 town hall meeting regarding Liberty Utilities.

20 As you may know, the Missouri Public
21 Service Commission has opened an investigatory docket
22 case number -- is that better? Case number
23 0020250233. Staff has been directed to investigate
24 the billing inconsistencies that Liberty customers
25 have experienced over the past year.

1 Joining us tonight, we have additional
2 members of the Commission. We have Curt Gateley
3 (phonetic) who is the manager of the water, sewer, and
4 gas department. I have other members in the back,
5 back here. We'll introduce them shortly. We have
6 representatives from the Missouri Office of the Public
7 Counsel, Geoff Marke, and we -- which is a state agency
8 that represents the interest of utility customers, and
9 we also have representatives from utilities. If you
10 have specific concerns you'd like to raise privately,
11 someone from staff, OPC or Liberty will be available
12 after the meeting to speak with you one on one.

13 If you previously attended a PSC local
14 public hearing, this town hall will be a little
15 different. We will not be taking testimony tonight.
16 Tonight is about you. Your voice. Your experience.
17 And your concerns. Staff and OPC are here to listen.
18 We are aware of many billing problems, but we also
19 know that we don't know everything. That's why it's
20 essential. We hear directly from you. Your input
21 will help us ensure that our investigation (inaudible)
22 customer (inaudible).

23 As you can see, we have a strong turnout.
24 To make sure everybody has an opportunity to speak, we
25 ask that you please keep your remarks brief and

1 focused, about five minutes or so. We are recording
2 tonight's meeting and a transcript will be prepared
3 with all of the comments from the meeting tonight. So
4 we ask that you respectfully do not talk over one
5 another. Overlapping speech can make it hard for the
6 transcriber to make the transcript clear. Staff is
7 currently required to file quarterly updates to the
8 Commission on the progress of this investigation. We
9 are holding four town hall meetings across Liberty's
10 service territory, and the feedback we gather at these
11 events will help staff's future reports and any
12 recommendations we ultimately make to the Commission.

13 At this time there's no set date for the
14 final report to be filed. However, in addition to
15 this investigation, Liberty has a pending electric --
16 that some of the issues raised here tonight could also
17 be addressed in that proceeding. Depending on what we
18 uncover, staff or the Office of the Public Counsel,
19 OPC, may choose to file a formal complaint against
20 Liberty.

21 We have a sign-up sheet in the back room.
22 We'll call the speakers in the order they appear on
23 the list. If you did not sign up, don't worry, but if
24 you'd like to speak, we will invite additional
25 comments after we finish our list. If you prefer not

1 to speak tonight or if we run out of time, you can
2 still share your concerns with us. We have comment
3 forms available outside the room. You may also submit
4 comments online by visiting the PSC's website at
5 www.psc.mo.gov. Please be sure to reference this case
6 number, case number 0020250233 when submitting your
7 comments.

8 There's also a handout on the table. They
9 will give you step-by-step instructions on how to do
10 this. Before we begin hearing from you, we will now
11 invite brief remarks from the Office of the Public
12 Counsel and from Liberty. Thank you for attending.

13 GEOFF MARKE: Good evening. My name is Geoff
14 Marke. I'm the chief economist with the Missouri
15 Office of Public Counsel, so just (inaudible) for
16 ratepayers at the end of the day. We represent the --
17 and the Commission goes -- when the Commission
18 ultimately hears the rate increase, whether they look
19 in the investigation, understand that our office is
20 going to be filing comments. We're going to be
21 arguing. We'll be effectively making the case for
22 you. That is why it's so important that your voice is
23 heard tonight. And that -- I realize there's a lot of
24 people here. We probably won't get everybody to go
25 ahead and speak. For whatever reason you do not get

1 to speak, and you have a unique issue, please get a
2 hold of one of these sheets, the office of public
3 counsel's table. That's the -- right over here. My
4 business card is up front. If you get up to speak,
5 please take one. My contact information is on there.
6 I can tell you that we're taping this. We want your
7 information. We want to put it into the record.
8 Absent that, it becomes a much harder argument. Thank
9 you.

10 UNIDENTIFIED MALE: A few logistical things
11 before we get to Liberty. Number one, I have this
12 wireless mic, so if anybody has mobility issues and
13 would like to speak, I can come to you instead of
14 folks having to come up there to the podium. Be about
15 three hours. We are not planning on taking a break.
16 Some of us will individually step out if we need to
17 take a break, but we're going to keep going, trying to
18 get folks out of here as fast as we can so everybody's
19 able to speak who would like to speak.

20 Obviously, the main issue for customers
21 that most of you have experienced is about billing.
22 We also want to hear about other issues. Let's see.
23 Adam or Russ, are you guys in here or are you still
24 outside? Oh, there's Russ and Adam. So if you have
25 other operational issues, for example, and you don't

1 get a chance to come up and speak, one of those two
2 guys would love to hear from you, get your contact
3 information, and we can work with you, and the company
4 to resolve your issues.

5 Finally, it was mentioned that -- the
6 electric rate case. There will be separate local
7 public hearings still about that electric rate case
8 where sworn testimony will be taken from customers.
9 So this doesn't take the place of that. You still
10 have that opportunity, but obviously, some of you are
11 going to have some electric issues that you want to
12 discuss.

13 UNIDENTIFIED MALE 1: In July.

14 UNIDENTIFIED MALE: In July. And while
15 this is taped, it is not broadcast. Some of you may
16 be familiar with how we -- we will broadcast or record
17 and -- and post some of the testimony from local
18 public hearings and that is not happening in this
19 setting. And that's all I have.

20 KIM BOLIN: We also have Tammy Huber
21 Glasgow -- right there. Okay. (Inaudible)
22 department, so if you have billing issues, please let
23 them know. Thank you.

24 TIM WILSON: Good evening. Thank you to
25 the staff of the Missouri Public Service Commission

1 and the Office of Public Counsel for inviting us to
2 participate in this town hall today. Thank you to all
3 those in attendance for taking the time to be here.
4 We value customer feedback. We look forward to
5 listening and learning and answering questions from
6 our customers.

7 My name is Tim. I'm the president of the
8 Empire District Electric Company, doing business as
9 Liberty Utilities. I've been with the company serving
10 our customers for 28 years. I've held nearly every
11 job from janitor to president and dedicated my career
12 to making sure our communities have reliable
13 electricity. I know you expect and depend on this
14 essential service. I'm also here representing the
15 hundreds of Liberty team members and employees who
16 live in the communities that we serve, including line
17 workers, operators, engineers, customer service reps,
18 and many others who work literally around the clock to
19 keep the lights on in your homes, schools, hospitals,
20 senior centers, businesses. We're proud to work here,
21 and we want you to be proud to have Liberty as your
22 service provider.

23 So how did we get here? As you likely
24 know, we implemented a new software system which
25 included changes to our billing system. The new

1 system was implemented across our entire company, not
2 just here locally. Approximately 10 percent of our
3 customers in Missouri experienced billing issues
4 following that implementation. We want to acknowledge
5 that these issues more heavily impacted communities
6 where we serve both electric and water. Communities
7 like Aurora, Branson, Bolivar.

8 I want to start by apologizing to those who
9 have experienced issues. We know it's frustrating and
10 certainly inconvenient. And it's taken us longer than
11 we planned to honestly complete the transition. We
12 have had and continue to have a team of people across
13 our company working to resolve issues and to improve
14 our billing -- we are working steadfast (inaudible)
15 progress. In fact, most of our 350,000 customers that
16 we serve over a six-state region are being billed as
17 they should be. We still have work to do, so that all
18 of our customers have good billing and customer
19 service experience. We're fully committed to
20 continuing to make improvements to better serve all of
21 our customers.

22 Tonight here with me, I have Charlotte
23 Emery, our director for regulatory and strategy.
24 Diana Carter is our director of legal. They're here
25 to answer your general questions. For specific

1 questions on your bill, we have Candice Kelly, our
2 customer care director, and you've probably noticed
3 out there at the tables we have several of our
4 top-notch customer service -- if you have any
5 questions. Opportunity -- if you are currently
6 experiencing billing issues, we have people here to
7 help you. Or if you prefer not to do it in person,
8 you can always call us or come into one of our walk-in
9 centers. We also have Eric Larson with us. He's our
10 senior manager of capital administration and planning
11 for the water utility. (Inaudible) didn't receive
12 bills for some time. Or given at least twice the
13 length of delay to pay their bill in full. So for
14 example, if you didn't get a bill for two months, you
15 would have at least four months to pay. We want to
16 work with our customers to make this right. Thank you
17 again for having (inaudible) we're here to listen,
18 learn and help.

19 GEOFF MARKE: First person I see on this list
20 is Lisa Renfrow (phonetic).

21 LISA RENFROW: I have to say I lost
22 confidence because when you don't get something on a
23 regular basis, it's very confusing, and when you do
24 get it and you have questions like, I got billed for
25 storm damage, and I didn't have any at my home. And I

1 looked on there, and I got billed each month for the
2 meter -- new meter they put in, and I thought that was
3 at their expense. No?

4 Well, I did want to mention that the
5 Baptist church is serving meals three days a week here
6 and Convoy of Hope came down also. They come into
7 disaster areas and --

8 TIM WILSON: Linda, I can -- I can take a
9 stab at this. First off, I don't blame you if you've
10 lost confidence. If you didn't get billed for two or
11 three months, I don't blame you. I'm being honest
12 with you; okay? We have to earn your confidence back,
13 and that's why we're here. Believe me, it's not fun.
14 We're not asking for sympathy, by the way. We deserve
15 everything we get, and we'll own it. So I will work
16 my best as well as this team will work tirelessly for
17 the respect and the faith and confidence that you
18 lost.

19 With respect to storms, what is on your
20 bill -- and someone can correct me if I'm wrong -- is
21 from Storm Uri. It wasn't from a recent storm. It
22 wasn't for anything that you guys experienced
23 unfortunately (inaudible) weeks ago, I came down
24 personally to witness the damage and watch our crews
25 work tirelessly to get folks back on, on the electric

1 side. But, so I just want you to know we're going to
2 do everything we can to answer your questions here
3 tonight, but that was Storm Uri.

4 In terms of a meter charge, you have a
5 customer charge that is on every customer's bill. You
6 do not get charged for new meters. So a lot of times
7 for rates, just basic explanation, you have a customer
8 charge which is a monthly minimum charge, and then
9 you're charged for usage. So gas or water, electric,
10 that's usually a separate charge for the amount you're
11 actually using. Winter Storm Uri, it happened quite a
12 while ago. Utility companies are still trying to
13 recover those costs because I -- this is my personal
14 opinion. Natural gas market seems like piracy. Any
15 time there's a shortage, folks, speculators jump in.
16 Price goes crazy. All the utility companies that use
17 natural gas for generating electricity had huge bills,
18 and rather than trying to collect that from everybody
19 all at once, which none of us can afford, that's going
20 to be spread out for quite a few years. So when we
21 talk about Uri or when any of the utilities talk about
22 Uri, they're talking about recovering those natural
23 gas charges from -- from quite a while ago, and it
24 will be how many years? Fifteen years. That's
25 spreading out that cost for 15 years. It was enormous

1 amounts of money that these utilities had to pay in
2 order to keep natural gas flowing to keep their --
3 their power plants running. It was a winter storm in
4 2022 -- 2021.

5 GEOFF MARKE: You might remember this. The
6 storm really hit Texas really bad. There was carbon
7 monoxide poisoning, but it wiped out a good chunk of
8 the SPP and (inaudible) or wholesale markets. The Uri
9 (inaudible) and that's -- that was due to
10 securitization which was a law passed by our general
11 assembly a few years back to help pay down those
12 costs. It's effectively a credit card to pay down
13 those fuel costs.

14 UNIDENTIFIED MALE 2: (Inaudible).

15 GEOFF MARKE: You're right. And I point out
16 Texas because that was really, like, where the big
17 heavy damage took place in Texas, but it also -- I
18 mean, the storm itself --

19 UNIDENTIFIED MALE: Natural gas comes from
20 Texas. A lot of the market, like, it wasn't flowing.
21 Utility wasn't moving. So that scarcity, the folks
22 who did have natural gas were charging very, very high
23 amounts of money for it, so.

24 TIM WILSON: So to clarify this and to put
25 some levity to it, appreciate the comments. Storm Uri

1 affected us, too. In 2021, the reason Dr. Marke brings
2 up natural gas and natural gas prices and price
3 gouging is because we serve our customers with -- with
4 some units that are natural gas. \$105 million on
5 natural gas prices during that storm; okay? To put
6 that in perspective, that is -- depending on the price
7 of gas throughout the course of a year, that's about
8 in one week what we would spend in a entire year. But
9 we have a responsibility to serve our customers. And,
10 so that's what we did.

11 And, so just want you to know, we make zero
12 dollars off of fuel. That is -- goes through our fuel
13 adjustment clause. We have fought FERC and --
14 ourselves. We were one of the few utilities that
15 fought them because we felt like our customers were
16 gouged, too. And I do agree. (Inaudible) that's
17 going to be on your bill for several years, but I can
18 tell you, doing it that way saved our customers \$32
19 million by spreading those costs over -- over
20 traditional recovery mechanisms, so.

21 GEOFF MARKE: Keep moving and trying to
22 get -- the electric companies that were impacted by
23 it, so. It -- it primarily hit the west side of
24 Missouri. So Evergy, for example, the utility in
25 Kansas City has that charge. Most of Kansas got hit

1 with it, Oklahoma got hit with it, and like I said
2 before, Texas. Linda Degarmo. Did I say it right?
3 Thank you, Linda. Louis Dellis (phonetic). Or Louis
4 Dellis. Leroy and Molly Meyer maybe.

5 KIM BOLIN: Molly.

6 GEOFF MARKE: Katherine Huccus (phonetic) or
7 starts with an H. I have Katherine. Okay. Well --
8 and some folks, you might have had a question or made
9 a statement somebody else is going to make it, too,
10 so. I understand. Jean Smith. Like I said before,
11 if anybody would like me to bring this wireless mic to
12 them, I can do that.

13 JEAN SMITH: Okay. My name is Jean Smith,
14 and I wanted to say my husband and I are in our 80s.
15 We have -- we're on a fixed income, and anyway, these
16 bills are -- has jumped a lot where we were paying
17 customer charges 293. Now it's \$26 where we were
18 paying \$10.50 -- no. (Inaudible) dollars and 52¢ a
19 gallon, and that makes our bill more than double what
20 it was on just the water bill. And we -- when we get
21 government on our checks, we've got a whole -- I've
22 got a whole \$5, and my husband got a whole 25, I
23 think, this last year, and that didn't even pay for
24 the jump in the insurance from both of us. And I just
25 think that -- and we use very little amount of water.

1 We use less than 2,000 gallons a month because I'm
2 real careful with electricity and the gas and water.
3 And -- anyway, that water bill jumping like that, I
4 think people who -- who is on the lower end amount
5 that they use shouldn't be paying such a big jump.
6 And I think that's it.

7 UNIDENTIFIED FEMALE: Shirley Fortner
8 Collingsworth. Shirley. (Inaudible) need the mic?

9 JEAN SMITH: Did you want me back? Oh,
10 okay.

11 UNIDENTIFIED MALE: (Inaudible) information
12 on there, if you have any questions.

13 JEAN SMITH: Okay.

14 UNIDENTIFIED MALE: Thank you for speaking.

15 SHIRLEY COLLINGSWORTH: Can you hear me?
16 Can you hear me now? Speak to -- can you hear me now?
17 Okay. Okay. I'm -- one thing, I am here tonight to
18 find out where I live. I have -- I'm being paid --
19 I'm paying taxes in three different tax entities. I
20 live in Lawrence County. Liberty refuses to change --
21 recognize that I live in Lawrence County. I shouldn't
22 be paying taxes in all these other three places, and
23 one -- one thing I wanted to say is, this is the --
24 now we're getting a -- some of these are, like, eight
25 or nine pages on these statements, and they're very

1 hard to understand. Got a lot of other stuff here,
2 but I'll take that up with somebody else. But I would
3 like to know where -- why they won't change my tax
4 base.

5 TIM WILSON: Shirley, I just want to be
6 clear, is your current bill, you believe has errors in
7 the -- in the taxes?

8 SHIRLEY COLLINGSWORTH: Yes.

9 TIM WILSON: I really -- I think you should
10 go out and talk to our customer service reps so that
11 they can help you fix that issue. Because you live in
12 Lawrence County, I agree you should not be paying
13 taxes in three counties.

14 CANDICE KELLY: I do realize you said
15 you've talked to customer service. I'm going to ask
16 one of these ladies back here to come and get your
17 information, and we will make sure that it gets taken
18 care of.

19 UNIDENTIFIED FEMALE 1: Residential
20 customers should not be taxed. No matter where they
21 live. There's a Missouri statute out there 144.030,
22 and it says, domestic, residential, electric, gas,
23 water, whatever, should not be taxed. I went back and
24 looked at all of my bills before the new system was
25 put in, and I had no tax back to 2019. After the new

1 billing system was put in, I also had tax on some of
2 my bills.

3 DIANA CARTER: I'm sorry, ma'am, for the
4 confusion. If you're being taxed for the wrong
5 county, we want to get that cleared up for you, but as
6 far as us charging sales tax, that's a requirement for
7 us to charge tax -- it's required on us to charge
8 sales tax the same as franchise fees that we have to
9 charge for some areas if you're in a municipality, but
10 we have to charge sales tax. Unless --

11 UNIDENTIFIED FEMALE 1: Back to 2019, I was
12 never charged tax. When the new billing system went
13 in, I started being charged tax.

14 DIANA CARTER: I can't say without looking
15 at your specific account, if perhaps you had a tax
16 exemption certificate on file or if you were in a
17 different category, we do have certain categories
18 where there are tax exemptions. Certain nursing homes
19 has specific tax exemptions. Certainly, certain
20 government entities have tax exemptions, but we do
21 have to comply with the sales tax, laws and
22 regulations of the state and federal governments.

23 UNIDENTIFIED FEMALE: Is it all (inaudible)
24 before (inaudible) separately listed.

25 UNIDENTIFIED FEMALE 1: They were

1 separately listed on the old bills as well. Yes,
2 ma'am.

3 UNIDENTIFIED FEMALE: All right. William
4 (inaudible) is William here? Okay. Charity Tweed
5 with the City of Miller.

6 CHARITY TWEED: Hi. I'm the city clerk for
7 the City of Miller. My name is Charity Tweed. And we
8 have had massive problems with our Liberty bill for
9 the city. I actually wrote up a little thing because
10 I'm not good at remembering it off the top of my head.

11 I started placing multiple calls in
12 March 2024 to Liberty Utilities customer service. I
13 did that through June. All (inaudible) our bills were
14 wrong after the new system was switched over. I
15 extended grace because I know new systems cause
16 problems. I understand that. But the problem was all
17 the customer service representatives I talked to
18 including management said they had no direct line to
19 billing, no e-mail, no phone numbers. They didn't
20 even know who worked in those departments. Every
21 single one of them I talked to.

22 So as an example, some of the charges, the
23 City of Miller's tax exempt. We were being charged
24 taxes. You also were charging us something called RD
25 securities exchange, something like that. Don't know

1 what it was. I asked multiple times, what is that?
2 Got no answer. So still not getting an answer on
3 everything.

4 I started writing letters. So I started
5 writing letters. I put our tax exempt in there. I
6 started adding all the details needed to show these
7 charges are not valid. Our bills are wrong. Two
8 months went by before I finally got the taxes done and
9 the RD securitization taken off. Still no answer from
10 billing at all. Until December. And I got an answer
11 from a gal named Bethany Auburn which is no longer
12 with the company, and she says, well, I'm your direct
13 contact. Let me help you fix that. Took her a while.
14 But she finally got some things fixed. So then she
15 gets me in touch with her boss, Jordan Bolinger
16 (phonetic) who is now our direct contact, and I was
17 also asking about franchise fees because on some of
18 the residents bills, they're being charged city sales
19 tax and a franchise fee. They're only supposed to pay
20 the franchise fee of one and a half percent. So I was
21 trying to get that resolved. Had a meeting with them.
22 Nothing came from that.

23 So let's see. April and May, we didn't
24 even get a bill. So first thing I did was reach out
25 to Jordan. I'm like, what's going on? I'm going to

1 customer service because every time I do I get
2 nothing. So Jordan said, I don't know. There's a
3 billing issue. Let me send you your bill. I said,
4 fine, because you all have a bad habit of sending us
5 our bill the day it's due. Or the date after it's
6 due. And I'm like, we can't have that. We are a
7 city. And on a 5,000-dollar bill, that's a huge fee.
8 We ain't going to pay that. And the taxpayers pay for
9 this, so. I (inaudible) scrutinize everything in that
10 office. I watch out for all the pennies.

11 So April, May, didn't get a bill. Finally
12 get a bill, thanks to Jordan. She taught me how to
13 log in on the thing online, which by the way, your
14 online system is garbage. It is very hard to find --
15 it -- to find anything on there. We have multiple
16 accounts because we have street lights, lagoon, we
17 have our city well, we have city hall, we have the
18 bandstand, we have all these different accounts, and
19 it takes forever to find the one I need to print the
20 whole bill, so I can then pay you guys on time. The
21 only reason why I know to pay you guys on time is
22 because I know your billing ends on the 4th. So then
23 I know to go in, print the bill, and I can pay it and
24 make sure you guys are paid, and there's no fees.

25 So after talking with Jordan, I suddenly

1 got three random bills that said we owed money on
2 street lighting which had already been paid. And then
3 that's reversed. All of this is in one bill. And
4 then we owed the money again in one bill. I got that
5 three days in a row. I'm like, what is this? So I
6 called (inaudible) you all use for your billing
7 (inaudible) so (inaudible) happened. Nothing got sent
8 forward. It was just -- I'm a very calm, very
9 patient, very kind person, but when I fight for
10 answers for the city for over nine months,
11 unacceptable. I'm not the only one that's upset. The
12 (inaudible) mayor are upset about it, too.

13 So my main comment, you need to have
14 billing staff easily available, so we call customer
15 service. Yes, let me get you over to billing to see
16 if somebody can help you out. (Inaudible) fixed,
17 done. Sorry. I'm a little -- so because customer
18 service had told me every time they would submit a
19 ticket, well, then I call again. They submit another
20 ticket. Well, now my ticket goes to the bottom of the
21 pile over and over and over. No answers. So I'm done
22 with that.

23 So our main comments are, please fix your
24 billing. It's very unprofessional, unacceptable, and
25 frustrating, and we deserve better.

1 DIANA CARTER: What was the name of the
2 charge on there, the RD or --

3 CHARITY TWEED: Securitization (inaudible)
4 I don't know what it was. I never got an answer.

5 UNIDENTIFIED MALE: I guess, from my
6 perspective, do you -- are you still having issues?
7 I'm sorry you went through that, and I would be
8 frustrated, too. Believe it or not, Jordan's actually
9 here, Bolinger. So if you want to say hi to her,
10 she's back there waving at you. She's been awesome,
11 so. Thank you for that compliment. It's nice to get
12 one, but that -- that's not -- it doesn't completely
13 surprise me that you had to go through that. We -- we
14 live it every day, and we're -- we're doing our best
15 to get better, and it sounds like we've at least
16 gotten you fixed up for a couple of months. We'll
17 work on the confidence. Right.

18 UNIDENTIFIED FEMALE: Next, on the list we
19 have Judy Gala -- Gold. I'm sorry. I can't read.
20 Gold. Sorry.

21 JUDY GOLD: Well, I'd like to ask first who
22 owns the company? Is it U.S. owned?

23 UNIDENTIFIED MALE: Our parent company at
24 least they are Canadian. 95 percent of their
25 operations are in the United States. We did just get

1 a new CEO that's based out of the United States. His
2 name is Rod West, but currently, yes, you are correct.
3 We are Canadian owned.

4 JUDY GOLD: Have you thought that could be
5 a problem?

6 UNIDENTIFIED MALE: I'm sorry, if --

7 JUDY GOLD: Is that a problem? Can that be
8 a problem for everyone?

9 UNIDENTIFIED FEMALE 2: As far as
10 (inaudible).

11 UNIDENTIFIED MALE: When you say, is that a
12 problem, I just want to make sure --

13 JUDY GOLD: With the billing and with
14 everything that's going on.

15 UNIDENTIFIED MALE: No. That has nothing
16 to do with being Canadian owned. It has everything to
17 do with implementing a system that could have gone
18 better.

19 JUDY GOLD: Okay. I have two rentals in
20 Marionville, and I've got an 85-year-old lady, and
21 like, one of the ladies said her social security is
22 not that much. Her bill went last year 388, 507 --
23 no, I'm sorry. Last year was 196, 202, 170, 130.
24 That's the first of the year. This year it was 388,
25 507,528. She can't do that. She just can't do that

1 and pay rent, and then I have another rental that a
2 22-year-old boy is renting, stays part-time with his
3 grandparents. They're closer to his work, but he paid
4 his bill in last June of '24. From that month on, the
5 water kept climbing, kept climbing, and his last bill
6 was \$1,764.82.

7 Now, I say that to say the lady I've got a
8 hold of, Deena, was absolutely (inaudible) and she
9 (inaudible) because (inaudible) month it had climbed.
10 Do they not take care of their bills when they see
11 something raising? Used to they would contact you and
12 say, is there a problem? You know, because, yeah,
13 Empire would -- would contact you and say, your water
14 bill seems to be going up all the time.

15 Well, I ended up -- as the landlord, I paid
16 900 -- \$961.13. Liberty paid 600. They waived it
17 604.46, and he had to pay a balance of 200 something.
18 So you know, I'm upset about that because that went
19 from last June up until April of this year, and then
20 it was full pledged, and it did break loose. We had a
21 terrible leak, but it was gradually, and there he
22 is -- you know, he can't afford that either.

23 And while I'm talking, maybe I shouldn't
24 say this, but I am now on Ozark Electric in Billings,
25 Missouri. I have a 4,400-square foot home in a area

1 where we share water between houses. This month,
2 \$61.03 for two houses on water. My electric bill was
3 141.33.

4 So, and I appreciate being able to speak to
5 you because it's really heartfelt for the two rentals
6 that I do have. Thank you.

7 TIM WILSON: I would -- I would say I'm --
8 I apologize that we went through the billing fiasco
9 with those that you've described there. But when
10 there is a leak in (inaudible) here that was adjusted
11 down, identifying leaks in the systems, it depends on
12 the scenario and where it's leaking, why -- whether
13 it's on the customer side, whether it's on Liberty
14 side. It's not always super apparent that there's a
15 leak. So it -- very often the first trigger we may
16 get is, the customer calls, and says, I have a high
17 bill, something's wrong, and we can go out and
18 investigate that. I'm glad that there was an
19 adjustment. I'm sorry that YOU had to go through
20 that. We're working to implement other ways to
21 identify when those leaks are occurring through
22 various bits of data that we're getting into our
23 system, so we're working on getting better at that.

24 JUDY GOLD: Five-year-old home, so
25 everything was -- was good (inaudible).

1 TIM WILSON: Was it at the meter or where
2 was it? Okay.

3 JUDY GOLD: Going through the (inaudible)
4 and they --

5 TIM WILSON: Sure.

6 JUDY GOLD: (Inaudible) it was going
7 through (inaudible) you know, maybe (inaudible) the
8 lady I talked to said his shouldn't be over 17 to \$22,
9 and it was running from 28, 30, 45, 60. It kept
10 raising.

11 TIM WILSON: And -- and --

12 JUDY GOLD: (Inaudible) something going on,
13 but nobody was notified.

14 TIM WILSON: And -- and I won't -- not to
15 make an excuse about it (inaudible) right, we've had
16 issues on the billing, and recognizing when that's
17 happening on a particular account, there's been a lot
18 of distractions. I'm not making the excuse. We own
19 that. When we have that data, we want to be sure that
20 we share that with the customer, but if we didn't
21 notice it, you have our apologies on that, and we're
22 working to get better at -- at identifying those
23 (inaudible) case. We are absolutely willing to
24 (inaudible) customer to make those adjustments when
25 they are identified, and we can work through them.

1 GEOFF MARKE: Next person on the list is Judy
2 Hurst. Oh.

3 UNIDENTIFIED FEMALE 3: (Inaudible) very
4 nice, very helpful, but sometimes I don't get the
5 answer I'm looking for, and when I ask for a
6 supervisor, I'm not bumped up the line. I'm just kind
7 of (inaudible) and I understand that a supervisor
8 can't answer all the calls, but at one point that's
9 when I became so frustrated that I called the PSC, so.
10 There needs to be some more training or (inaudible)
11 that they can answer more questions and not get the
12 frustration.

13 CANDICE KELLY: I appreciate that. And we
14 will take a look at the account -- your account. I'm
15 going to pull those phone calls. I know you said you
16 called several times, and that, to me, is not okay.
17 You should have been taken care of the first time you
18 called.

19 UNIDENTIFIED FEMALE 3: Well, I know you're
20 telling me that.

21 CANDICE KELLY: I know.

22 UNIDENTIFIED FEMALE 3: The taxes --

23 CANDICE KELLY: Uh-huh.

24 UNIDENTIFIED FEMALE 3: There is a statute
25 out there, but yes, I understand that if you live

1 inside the city limits or if you live in an area where
2 it is taxed, you're going to be taxed. But I was
3 never taxed before the new system went in, so I didn't
4 appreciate that answer saying -- I mean, I know it. I
5 don't know if there's other people. I was billed
6 incorrectly for eight months. And it was a small
7 amount. But then it took five months to get my credit
8 for the tax. My (inaudible) are there other customers
9 out there that are being taxed incorrectly, and
10 it's -- where is it going?

11 CANDICE KELLY: Yeah. So implementing the
12 new system, there is a new piece of that system that
13 recognizes the last four digits of your social -- of
14 your zip code, and that's where it's picking up the
15 taxes. In some cases, if you live right on the line
16 or right outside city limits, it puts you in city
17 limits, and there have been adjustments made, yours
18 being one of them where we're looking at that to see
19 what needs to be fixed. So if you have that issue and
20 it has not been addressed, please let us know.
21 Because we are fixing that. We've been working on
22 that and trying to get it corrected for you.

23 UNIDENTIFIED FEMALE 3: Okay. Just doesn't
24 seem like it should take that long.

25 CANDICE KELLY: I agree.

1 CURT GATELEY: In order to -- as many folks
2 as possible, let me -- if the company has folks who
3 can give some of those longer answers, who might be
4 able to -- to separately talk with folks, I think that
5 would be best because it's 6:43 and -- or 6:45 now,
6 and we still got quite a few folks.

7 DIANA CARTER: Yeah. I will real quick,
8 Curt, just answer for everybody on that one. Anything
9 like taxes, if there happens to be an error like that,
10 as she had asked where the money is going, taxes are
11 collected as a direct passthrough, so. If something
12 is collected in error, that is (inaudible) directly to
13 the taxing authority, so. Directly to a county or a
14 city or whoever the taxing authority is. That's not
15 kept by the utility.

16 GEOFF MARKE: Next person on the list is
17 David Bland, and then after that, I have a John -- or
18 pardon me, Don Prinziglo (phonetic), perhaps. Come
19 on, David.

20 DAVID: Yeah. I have specific questions.
21 First of all, when Empire was in what was the -- when
22 Empire was the electric company, what was the amount
23 of -- sorry, I have a hard time in front of crowds.
24 When Empire was the electric company, how many -- how
25 many -- the charges (inaudible) was the extra bills.

1 UNIDENTIFIED FEMALE 4: Surcharge.

2 DAVID: Surcharges. What were they then
3 compared to now?

4 DIANA CARTER: I'm going to be a lawyer and
5 say, just to make it clear for everyone, Empire is
6 still your utility. The Empire District Electric
7 Company is still your electric utility. We do
8 business as Liberty. But the Empire District Electric
9 Company is still your electric utility.

10 DAVID: Since they changed to the name,
11 though, and they -- and you guys are now under
12 Liberty, what is the difference from then to now on
13 the -- all the surcharges? That's what I have to ask.

14 CHARLOTTE EMERY: So you did just fine on
15 asking that question. From -- so I would tell you
16 there's probably two additional line items for sure on
17 the bill. One of them we've already spoke about which
18 is the securitization. So it's going to show up on
19 the bill as a separate line item that says it's
20 related to storm Uri and Asbury, and then there is
21 another additional line item that's related to energy
22 efficiency. It's related to what -- the acronym is
23 MIA, so it's related to energy efficiency and that was
24 added, I believe, 2022, and then the --

25 DAVID: And another thing I wanted to ask

1 is, we don't have a system for telling everyone when
2 there's a boil order because that can be dangerous,
3 and we've had multiple boil orders in the last year
4 and that can be very dangerous. Me and my wife had
5 been drinking quite a bit of tap water before we
6 realized we were under an order during this last
7 emergency and same happened on several of the others,
8 and we got literally no warning except through social
9 media.

10 TIM WILSON: The boil order notification
11 process is admittedly rather archaic at this point.
12 We are working, developing -- and I hate to say a new
13 system that will automatically send out text
14 messages -- that is in (inaudible) roll that out until
15 it works right. We're having a few issues with some
16 new systems, if you haven't noticed. So we want to
17 make sure that's working correctly.

18 DAVID: One more question.

19 TIM WILSON: Okay.

20 DAVID: Why is water and electric on one --
21 on -- why we're paying for water and electric through
22 the electric company? I mean, it's not really like
23 that anywhere else as far as I know.

24 TIM WILSON: If you live in a community
25 where Liberty is both your water and electric company,

1 we consolidate the bills into a single bill, so you're
2 not getting two separate bills. That's just a
3 function of where you live if we serve both utilities.
4 We also serve gas in certain areas. All three may
5 appear on certain bills depending on where you live.

6 DAVID: Okay. Uh-huh. All right. Thank
7 you. That's what I had to ask.

8 UNIDENTIFIED MALE: Don.

9 DON: I'm (inaudible) Florida, and first of
10 all, I want to thank you for the job you did in our
11 last tornado. I worked a lot of them. My only
12 complaint is like everybody else, I do not like your
13 billing. To put it mildly, it sucks. (Inaudible)
14 military pension, and you get a bill for \$950. I
15 shopped like cat and dog (inaudible) too much. I try
16 to save my pennies like everybody else. But that's
17 (inaudible) was, they did charge me \$650. They took
18 it out of my bank account after the lady on the phone
19 said, no, that's wrong. They gave it back to me. The
20 next month they took \$650 out of my account. Well, it
21 was bread and water for the rest of the month, you
22 know? But that's the only thing is the billing sucks.
23 You know, you should be billed for what we use. It's
24 given projective use. I'm on that -- what do you call
25 it, the spread out where you pay every month a certain

1 amount, so.

2 GEOFF MARKE: What are you paying a month?

3 DON: Right now I'm up to \$326. I used to
4 pay 276.

5 GEOFF MARKE: Is it just electric?

6 DON: It's just electric, yeah. I have gas
7 also. And, so I'm charged with the water bill and the
8 electric, but the water is separated. So I get a -- I
9 have two places right on the same property, a
10 garage -- I have two -- two meters, so they're all
11 separate, so that part I understand, but when they
12 give you bill for \$950 --

13 GEOFF MARKE: Right.

14 DON: -- I (inaudible) you know.

15 CANDICE KELLY: You said you're on the
16 budget bill plan?

17 DON: Yes.

18 CANDICE KELLY: Okay. Thank you.

19 DON: Thank --

20 UNIDENTIFIED MALE: Thank you, Don, first
21 of all, for your service. And -- and for the
22 compliment, we'll pass the word. I appreciate your
23 comments. I appreciate that. I apologize. I can
24 read Heather but Nickam (phonetic), perhaps? There we
25 go.

1 HEATHER: Hello. Like many of our
2 residents, we've all had billing problems. We've had
3 no bills show up. We've had bills be late, inaccurate
4 amounts due. My husband and I live on a farm. We
5 have three accounts. All electric. That's it. I
6 write all three accounts in the memo, pay all three
7 accounts on one check, put all three statements in the
8 envelope, mail them out in weeks advance so we don't
9 get late fees because we've gotten late fees, and it's
10 ironic because we've gotten them on one out of our
11 three accounts, to get our bills fixed because they're
12 never right. They're all overcharged. I can tell you
13 within 10, \$15 what each of those three bills
14 should -- there's been bills that have been tripled,
15 quadrupled, and I call to get help on that. I get
16 passed along. I get told, oh, check your appliances,
17 check this, check that. No. It's not our appliances.
18 We have a shop building. My husband welds randomly.
19 I expect that. I know that bill. But when he's not
20 working out of it daily, it should never be over 40
21 bucks. The last few it's been 90 to 130. I get told,
22 check your appliances. There's a fridge. That's it.
23 So something's got to change, and it's everybody.
24 It's everybody.

25 UNIDENTIFIED FEMALE 5: They charge you a

1 \$13 a month customer charge just (inaudible) what are
2 you talking about, Ozark Electric? Do they charge you
3 a \$13 a month customer fee because we (inaudible)
4 Liberty, like, we're overcharged -- we're overcharged
5 \$13 a month.

6 UNIDENTIFIED MALE: Can you talk into the
7 mic?

8 UNIDENTIFIED FEMALE 5: We're already
9 charged \$13 a month because we chose you to service
10 us. \$13 customer charge. Okay. Thank you. I think
11 I'll be good. (Inaudible) was a nightmare. I went
12 from -- and I live alone. I went from \$190 to 268 and
13 \$544 without a bill really like that I can look at,
14 and they said, no, it was broken up over two months,
15 and I'm like, that doesn't even make sense. Anyway,
16 they said they would turn off my electricity, which I
17 pay every month, so that's an issue I have. I have an
18 issue about the \$13 a month credit charge, and I
19 (inaudible) even to -- until 2023, and I'm paying for
20 a 2021 storm changeover. I shouldn't be penalized for
21 that. You folks have just got crazy. Everybody's
22 spitting out -- it's -- you're screwing us. And we're
23 not going to take it anymore. We're not going to take
24 it anymore from any of our politicians from any of you
25 people that hold office because you work for us.

1 What was the other thing I was going to
2 say? Literally. I take notes. Yeah. No. I still
3 can't get on my app. I used to be able to track my
4 usage on the Liberty app. Ever since this changeover,
5 cannot get on the app. So you've got an issue with
6 that, too. And I will be talking to your billing
7 department. I want some money back. We all deserve
8 some money back. A lot of money.

9 UNIDENTIFIED MALE: I have, it looks like,
10 Baker maybe.

11 BAKER: I can't really say any more that's
12 been said, but I know for a fact that peoples -- they
13 have a choice. Either they pay their electric bill or
14 they don't eat. You know what I'm saying? It's too
15 high. Especially for the elderly. They're the ones
16 that they're suffering the most. Okay. That's all I
17 want to say.

18 On the billing, I've gotten -- I've had to
19 pay as much as \$700. You know, they say I didn't pay
20 it, you know, but I got the proof that I did. Now
21 that just happened one time. But it's \$220 every time
22 I get it, and I know -- I ain't -- so (inaudible)
23 right there, but it's mainly the elderly people has
24 to -- they either want to eat or pay that electric
25 bill, and it's -- it's (inaudible) I can go out there

1 and get 500,000 names if I wanted to. I mean, that's
2 the problem. I talked to a lot of people where I'm
3 from. I'm from Marionville, and talking about that
4 water, where you pay just one bill you said, I have to
5 pay one water bill to (inaudible) then I have to pay
6 one more bill to the city of Marionville, so I'm
7 paying two, and I never did understand that. Why are
8 they doing that? Do what? Anyway, my main concern is
9 the elderly. They worked all their lives. And now
10 they either eat, like I said, or they pay their
11 electric bill and don't eat. That's -- you know what
12 I'm saying? It's sad. That's all I've got to say.
13 But thanks for letting me come over here and talk to
14 you.

15 UNIDENTIFIED MALE: For everyone's benefit,
16 if you want to have further discussions with someone
17 other than the company, obviously, the company's going
18 to have their explanation. Sometimes it's hard to get
19 through to them. I have a stack of business cards.
20 Mr. Marke has a stack of business cards. We have some
21 insight into what we believe and the explanations
22 we've received on some of the billing errors, why it
23 happened. I expect most of you all don't really care
24 why it happened. You want it fixed. (Inaudible) like
25 I said, Geoff Marke and I both have contact information

1 up here. We can (inaudible) more insight (inaudible)
2 I have Carolyn Hurley (phonetic).

3 CAROLYN HURLEY: (Inaudible) okay. So I
4 have a stupid question. I drive all the way to Joplin
5 to pay my electric bill so it don't be late. I do not
6 like paying online because I can't get on. I don't
7 like debit card thing because there's a fee. So I
8 write a check and go to Joplin. Pay it off. You got
9 a place over here in Aurora, can I drop it off --
10 office (inaudible) go ahead.

11 CANDICE KELLY: There is not an office or
12 location to walk in and pay your bill here in Aurora.
13 But there are payment locations that we have
14 available.

15 CAROLYN HURLEY: (Inaudible) how about --

16 CANDICE KELLY: A drop box? We can
17 definitely look into it, but there's not one available
18 at this time.

19 CAROLYN HURLEY: So the nearest place to go
20 because I live (inaudible) Miller is Joplin.

21 CANDICE KELLY: Yeah. So those -- those
22 locations I was referring to, Walmart is a place that
23 you can make a payment for your utility bill.

24 CAROLYN HURLEY: So I can go to Mt. Vernon
25 and go to Walmart.

1 CANDICE KELLY: Yes.

2 CAROLYN HURLEY: They charge a fee. I
3 would rather go all the way to Joplin and have me
4 something different to eat once a month and spend my
5 money on me than give you a fee.

6 CANDICE KELLY: Make a payment to -- you
7 have to pay with cash or debit card.

8 CAROLYN HURLEY: I want the record that I
9 paid it. That's why I write a check.

10 I did have a complaint about your computer
11 thingy, the -- that, that got solved because simple
12 reason -- what happened was, I was trying to get a
13 separate box on my shop, and they said just give us
14 time to get that computer going. I waited two months,
15 called up, and they said, oh, you've got your meter
16 box. I said, do you want me to send you the picture?
17 And then (inaudible) into the office (inaudible)
18 window, and she walked around there about three times.
19 She goes, oh, no. Oh, no. I got it the next day.

20 CANDICE KELLY: And when was this?

21 CAROLYN HURLEY: When did the computer
22 (inaudible).

23 CANDICE KELLY: Last April, 2024.

24 CAROLYN HURLEY: Yes. It's in. I got my
25 computer -- I mean, my meter box in, in August.

1 CANDICE KELLY: In August. Okay. Thank
2 you.

3 CAROLYN HURLEY: Thank you. Okay. Thank
4 you.

5 UNIDENTIFIED MALE: This looks like it says
6 David McCann, Senior.

7 DAVID MCCANN: I'm kind of like a young man
8 over here saying this system sucks. I'd like to start
9 out with going over a situation where (inaudible)
10 trouble with Liberty until April, but the situation
11 was that, that I received a bill for (inaudible)
12 dollars or not (inaudible) I get it right here.
13 Of \$163.46 (inaudible). Okay. I paid the bill. Then
14 all of a sudden two days later I got another bill for
15 the same amount. Later, I got another bill for the
16 same bill. Okay. I called in to advise Liberty that
17 they -- must be something going wrong, please check it
18 out. Well, they were familiar with it. And they
19 explained to me at that time (inaudible) dollars in
20 arrears. I had to pay it today or I'll have late
21 charges. So, okay. How do I do that? They said,
22 well, you can go to Walmart or you (inaudible) credit
23 card here over the phone. Okay. So I gave them a
24 credit card number and -- and the whole seven yards.
25 They took it out of the phone, and this was on April

1 the 30th. And they didn't deposit the check until
2 May -- until May the 5th. My next bill (inaudible)
3 the next month, not showing the \$183 that was due. I
4 still do not have a bill for \$183. I have no idea
5 where it went to, but. It went to a -- an EZ-Pay
6 account. And I have no idea where that one's at. It
7 could be in Egypt someplace. Might be Israel.

8 CANDICE KELLY: Mr. McCann --

9 DAVID MCCANN: Yes.

10 CANDICE KELLY: -- when -- this was this
11 last April?

12 DAVID MCCANN: Yes.

13 CANDICE KELLY: A few months ago?

14 DAVID MCCANN: Yes.

15 CANDICE KELLY: And did you make that
16 payment over the phone with an individual?

17 DAVID MCCANN: Yes.

18 CANDICE KELLY: After they told you the
19 balance due?

20 DAVID MCCANN: (Inaudible) 180 -- I paid
21 the bill. I sent the check in -- I mean, for the
22 (inaudible) account or what?

23 CANDICE KELLY: When they -- when you were
24 on the phone and they told you, you had the past due
25 balance and told you, you needed to make the payment

1 right then, did you pay that while on the phone?

2 DAVID MCCANN: Yes.

3 CANDICE KELLY: Okay. We are not set up to
4 take payments. I'm concerned that you may have been
5 talking to somebody other than Liberty.

6 DAVID MCCANN: I called -- I called your
7 company with your phone number that's on your bill.

8 CANDICE KELLY: Uh-huh.

9 DAVID MCCANN: And I talked to a service
10 person there. So apparently you do have --

11 CANDICE KELLY: After you made the payment?

12 DAVID MCCANN: -- or you don't know your
13 business.

14 CANDICE KELLY: We do take payments over
15 the phone, but not the customer service agents that
16 you talked to about your bill. It's a separate
17 company, KUBRA that you're transferred to, so that's
18 why I was asking if you made the payment with the same
19 person (inaudible) due. I would like to look at that
20 with you.

21 DAVID MCCANN: Okay. Please do. But
22 again, at this time (inaudible) if it's been paid.

23 Now in May -- this is June. Supposed to
24 have May bill. So far, I -- this is June the 10th. I
25 have not received a bill for May. Plus I have no

1 receipt for the (inaudible) plus what I paid in for
2 April. And at this point in time it's very confusing,
3 but going along with a situation with talking to the
4 lady on the phone where I gave the credit card number
5 and the whole seven yards, and she's applied it to the
6 account, but it didn't show up on the account. And,
7 so what amount to -- they charged me late charges, and
8 then I called in about the late charges. They removed
9 the rate -- late charges, but yet, they didn't change
10 any information about -- or the bill was going in,
11 because the lady told me, I'll have a bill come to me.
12 It was mailed out that day. And -- but -- there's a
13 lot of confusing things on it, but.

14 Again, my main concern is that we can't pay
15 a bill until we get a bill. We do not take your --
16 Liberty does not take into consideration that, that
17 the post office service also sucks. So the bill's
18 due. Then we have so much time to get it paid, and if
19 we mail it the same day we received the bill, it takes
20 several days to -- up to seven more days to get to the
21 company, and they don't post it for another five, six
22 days. So something's wrong with the system there, and
23 they credit us for the time period that it takes the
24 mail system to work. So we got the -- to ask you guys
25 from Liberty to understand our problem with the mail

1 service and make an adjustment with your due dates and
2 your -- your -- your late charges. Because they don't
3 give us enough time to get the transition done to get
4 it paid. We want to pay the bill, but we can't get it
5 in the mail fast enough to get it paid before it's due
6 because we don't get it due until it's past due.

7 UNIDENTIFIED MALE: Mr. McCann, have you
8 spoken tonight with our customer service reps that are
9 right here?

10 DAVID MCCANN: I'm going to.

11 UNIDENTIFIED MALE: Okay. I would --
12 please refer you to do that. Please do that.

13 DAVID MCCANN: That's another whole ordeal.
14 The lady told me to pay the \$183 at Walmart. Well, I
15 expected to go to Walmart and pay the bill; right?
16 (Inaudible) young lady there. A while ago. I paid by
17 check because I keep a paper trail. If I don't keep a
18 paper trail, I lose account where I am at.
19 (Inaudible) call the bank every week to check on my
20 bank account. They're getting tired of me there, too.
21 So -- but the situation is, when I walk in, I say, I
22 like to pay my utility bill, they say, well, sure,
23 we'll take your money. And I -- I hand them the
24 credit card because I paid it on the phone with the
25 credit card before. (Inaudible) credit card. They

1 said, we don't take credit cards. We only take debit
2 cards or cash. Well, I don't carry \$179 in my pocket
3 every day. And I pay everything by cash -- by a check
4 and very unlikely pay it by cash. So even Walmart, I
5 pay everything at Walmart by check. I don't use a
6 credit card at Walmart. I don't have a debit card.
7 And I cannot use a computer. The last computer I
8 (inaudible) did in my office was a guy called me up
9 and said, hey, would you turn your computer back on?
10 I said, why? I can't control it. (Inaudible) who are
11 you? So I chugged the computer out the door. Okay.
12 So I don't have a computer system. So you can't tell
13 me to e-mail it to you or (inaudible) and say, the
14 bill is paid. I do not like an automatic withdrawal
15 because the reason like the situation with the man
16 talk a while ago. I have no control of when that bill
17 is going to come in. I've got more automatic
18 withdrawals that I got to keep track of that I don't
19 want to refuse -- confuse it with a dag gum electric
20 bill.

21 Okay. So what I'm asking for you all to
22 do, if you would, come up with some reasonable way
23 with working with Walmart to accept checks, debit
24 cards or cash. But yet, I want the situation to be
25 understood that we should be able to pay by check. I

1 do everything at Walmart by check anyway, so. It
2 shouldn't be that big of a problem. If we use a
3 credit card, there should be a way we can pay with a
4 credit card. We can pay it over the phone with a
5 credit card, into a service company, then we can pay
6 the service card, check, credit card with the Walmart.

7 You should boost up your system plus work
8 on your -- your due dates and your -- your late charge
9 dates. Give us enough time to get (inaudible) you
10 without causing you a lot of confusion, and it can be
11 done very simply. The only thing you have to do is
12 mark (inaudible) and go for it. So thank you very
13 much. I appreciate you.

14 GEOFF MARKE: Just real quick, I'd like to
15 encourage everybody -- I know we're about an hour into
16 this -- if you feel like you're not going to get the
17 opportunity to be heard tonight, please, please,
18 please be sure to go to either our table out there or
19 the PSC table. That -- by all means go to Liberty,
20 but be sure to go ahead and -- and have your advocate
21 hear from you as well on your unique story; okay?
22 Thank you.

23 UNIDENTIFIED MALE: Got Jody and David
24 Jamis (phonetic), perhaps. After them, I have bill
25 (inaudible).

1 JODY JIMENEZ: I'm Jody Jimenez. First of
2 all, when we had the tornado -- no one's brought this
3 up yet -- I get online, I check my account, and I have
4 the highest usage I've ever had since I've lived
5 (inaudible). No one had power. So I get it, you
6 know, whatever, but why is there even readings? I
7 know one -- one person told me, well, the power still
8 carried through the lines. Well, it didn't come to my
9 house or my meter, so. (Inaudible) pay for it, but
10 that also prompted me to take a look at past bills
11 because I never paid attention to that stuff before.
12 And we had -- in November of last year, we were in --
13 we were out of state, and I pulled up that week we
14 were gone. No one was at our house. The only thing
15 running was the refrigerator. Like, no heat. No air,
16 no nothing, and we had high usage, not -- not like the
17 tornado usage. But we had high usage like other days
18 where I know I was home, and I was doing laundry, and
19 I was, you know, doing extra stuff around, so. That
20 makes me wonder why, you know, there's -- something's
21 going on. Are the meters actually -- do you do meter
22 readings every month or are you prorating -- are
23 you -- what is going on with how you read the meters?
24 UNIDENTIFIED MALE: Thanks for bringing
25 this up.

1 JODY JIMENEZ: Yeah.

2 UNIDENTIFIED MALE: Because I was hoping
3 to -- I was going to actually address this (inaudible)
4 brought up, Ms. Jimenez, so I appreciate that. Our
5 system, whenever it sees zero consumption, it
6 automatically thinks there's an error. And, so for
7 the my account online experience, it will estimate
8 what it thinks you should have used, not realizing --
9 I know. If I can just finish. It is not correct.
10 You do not get charged for anything when you're out.
11 So we take -- no. You take a beginning read and an
12 end read for the month. That is your consumption.
13 When your meter isn't spinning, you will not be
14 charged for it. However, I recognize and understand
15 it did estimate usage for you, and we're working to
16 try to make sure that it doesn't do that moving
17 forward. If -- if you -- if -- if you -- you don't
18 want to trust us, that (inaudible) we've got people
19 here we can -- you are not charged for stuff that
20 you're not using. I can promise you that. But I do
21 understand we had customers experience that down here
22 in Aurora.

23 JODY JIMENEZ: Yeah.

24 CANDICE KELLY: And that usage on you're my
25 account that you were seeing was just the my account

1 system and the -- the meter -- the communication
2 estimating in the my account platform showing that
3 usage.

4 JUDY GOLD: So on my --

5 CANDICE KELLY: Nothing actually being
6 charged on your bill for those days because there was
7 no usage.

8 UNIDENTIFIED MALE: We got a lot of
9 complaints about that appearing on the my account and
10 the -- it was misleading, but we did get a lot of
11 customer complaints.

12 JODY JIMENEZ: So if somebody actually got
13 a paper bill or so if they actually got a paper bill,
14 that would show a zero reading or close to zero for
15 those days? It should?

16 CANDICE KELLY: The graph is going to look
17 the same (inaudible) the start (inaudible) read
18 (inaudible) billing.

19 JODY JIMENEZ: Daily -- when you look at
20 the daily usage, those days I show a power usage. And
21 one of the days, the day of the tornado, I have a
22 higher usage than I've ever had in that house the
23 whole time I've lived in it. Which has been three
24 years, so.

25 CHARLOTTE EMERY: So I'm going to jump in

1 here, Leanne. I'm going to have Joey Sparks raise his
2 hand. Okay. So Joey is the manager over RAMI meters.

3 JODY JIMENEZ: Okay.

4 CHARLOTTE EMERY: He has a very good system
5 to be able to go into your actual meter, read data,
6 and he can show you that during those hours, during
7 the storm event, if you literally had no power because
8 the lines were down, he can literally show you from
9 your meter usage that there was no usage. The -- it
10 is confusing, and I can certainly appreciate --

11 JODY JIMENEZ: (Inaudible) graph, you're
12 saying it's not in the (inaudible) billing.

13 CHARLOTTE EMERY: The graph that you're
14 seeing on the my account is a different type of system
15 than our billing system is using.

16 JODY JIMENEZ: Okay. That -- but that is
17 not --

18 UNIDENTIFIED MALE: The short answer is,
19 the graph is wrong.

20 JODY JIMENEZ: It's not actually showing
21 meter -- that the true meter reading. Okay.

22 (Inaudible conversation.)

23 JODY JIMENEZ: If you look at -- if you
24 look at the --

25 (Inaudible conversation.)

1 DAVID JIMENEZ: Can I ask a question? You
2 know --

3 (Inaudible conversation.)

4 DAVID JIMENEZ: Hey, come over here. This
5 is important.

6 (Inaudible conversation.)

7 UNIDENTIFIED MALE 3: Yes. I did not get a
8 meter until May (inaudible) we had the bill
9 (inaudible) for 10 months. The bill we got was billed
10 from 429 to 508 for a 1,091 (inaudible). We didn't
11 get the meter until the 5th, and we only had it three
12 days, and the bill was a \$1,091 for the 10 months. We
13 have 34,000 and some change is what we owed on the
14 electric bill to Liberty. My field rep which is
15 Joshua which just lives right down the road from me, I
16 called him every month when we first started in the
17 poultry business, for four months, and he -- every
18 month, he told me, he says, you have to (inaudible) so
19 I paid \$3,400 -- security deposit right up front. But
20 at that time \$34,000, and what they did, they never
21 read the meter for almost five months. Well, this
22 month, we have -- we went back and compared it to
23 the -- year ago, and our electric bill was over \$1,200
24 cheaper this month than it was a year ago plus in
25 August, July -- July, August, and September, we had

1 three bills on a 72,000-square foot poultry operation
2 that the total -- the usage, the kilowatt usage, was
3 exactly the same for three months. That is virtually
4 impossible. There's no possible way that we can use
5 the same amount of electricity for three months in a
6 row. So how -- how is that possible?

7 So, and also, we had franchise taxes and
8 city taxes. You can build a poultry house in the city
9 (inaudible) in the country, we -- we had that over
10 \$2,600. If we hadn't caught that, we would have been
11 paying that on top of that, on top of the 34,000.
12 They gave us 22 months to pay the bill, but the bill
13 cannot be that much money because we are using less
14 electricity now (inaudible) year ago. Same amount of
15 chickens. Same electricity. I don't -- you're going
16 to fluctuate month to month, but why did we get a bill
17 for a \$1,091 for three days of electricity? And also,
18 every time that I -- I finally did get a helper
19 representative, a lady that -- and every time I get a
20 hold of somebody, they start off with, I'm sorry. So
21 that ought to tell you that there's something going on
22 that's really bad because you guys are constantly
23 apologizing.

24 And also, we should not -- the Canadians or
25 the Chinese or anybody else cannot own our electric

1 entity. There's no possible way that we shouldn't be
2 U.S. owned -- we should be U.S. owned. We should not
3 be owned by the Canadians because we see what the
4 situation was going to be with -- with the Canadians
5 and the tariffs and stuff, and they were going to shut
6 off the electricity to the northeast which is probably
7 the same company that owns Liberty right now. They --
8 that's -- that was their -- that was their deal. They
9 were going to shut the electricity off to the
10 northeast because Trump was going to put a tariff on.

11 So we've got (inaudible) problems with
12 Liberty Utilities, and I'm tired of hearing, we're
13 working on it. Because if you had a system that
14 worked before when it was Empire, I'm (inaudible)
15 people to go back to that system. Because this all
16 (inaudible). Yeah.

17 DAVID JIMENEZ: That goes to my biggest
18 question here; okay? Because a lot of people out here
19 that (inaudible) small service amongst these people,
20 and if you all (inaudible) taking the (inaudible)
21 90210, you know, so. I want to know what your all's
22 mission statement? Yeah. The (inaudible) the
23 president. Where is the mission statement of your
24 company?

25 UNIDENTIFIED MALE: Provide customers

1 safely and reliably every single day.

2 DAVID JIMENEZ: Does this look like
3 reliable and safe? I'm asking a question.

4 UNIDENTIFIED MALE: I can't speak for the
5 safe. Everyone seems to be safe here. I think
6 reliability, we're doing a pretty good job. We're
7 having a problem with billing. And we're working on
8 it.

9 DAVID JIMENEZ: I appreciate the -- when
10 the storm came, every -- you know, I saw all the --
11 all the trucks and stuff, and you all did a terrific
12 job. That is hands down thanks to --

13 TIM WILSON: I appreciate that. I
14 appreciate that.

15 DAVID JIMENEZ: And stuff. And I
16 appreciate that. On behalf of these people, you know,
17 there's problems here. Okay? That we wouldn't be
18 here standing here or sitting here present if there
19 wasn't. Thank you.

20 TIM WILSON: Yep. Thank you.

21 JODY JIMENEZ: I do have one thing I wanted
22 to bring up. My daughter wasn't able to be here.
23 Months and months -- last year, she had -- it -- she
24 got (inaudible) of dollars for her water. She called
25 me and -- what's going on? I said, go out to the road

1 and look. It was a leak on your all's side. Okay?
2 She got someone out there finally. It took a while.
3 Finally got somebody there. You guys fixed your
4 equipment. She gets her bill. Nothing was adjusted.
5 She still has the bill. She called. It took a couple
6 of months to get that credit back that -- because it
7 wasn't her issue. Every month her bill is still over
8 a thousand dollars because -- and I know exactly
9 what's happening, and she tries to explain this when
10 she calls in, she. Was given the credit, but the
11 actual usage was not adjusted; okay? So if her bill
12 is being prorated, however it's been, every single
13 month she's having to deal with this. And she keeps
14 saying, will you please just go back and adjust my
15 usage? And they gave her money back. Fine. You
16 know, like, gave her credit on her bill, but that's --
17 that's just something else that happens. Like, I
18 don't know. Maybe some changes in the software could
19 take care of that probably, but that's a big issue.
20 And she finally got someone -- someone on the phone in
21 support that just told her, don't pay your bill
22 anymore until they fix it. She has not -- she hasn't
23 paid her bill in months. Every month she wonders if
24 this is going to be the month that gets cut off, but
25 she refuses to pay thousands of dollars when this is

1 not her bill, and the same with her electric, she
2 compares -- she's -- she keeps track of everything.
3 And if it's not doubled, it is tripled every single
4 month compared to last year, so. I don't know what
5 the rates used to be, how they were, if we had a
6 big -- did we have a big rate increase this last year?
7 Is that why?

8 CANDICE KELLY: On the water, there was an
9 increase.

10 JODY JIMENEZ: No. I'm talking electric
11 also. No. See, so -- you know, why does my
12 700-square foot house have a 400-dollar electric bill
13 when I rarely run anything, you know, and like I said,
14 in November of last year, I was not even in state. No
15 one was home, and the only thing running was my
16 refrigerator, and I have power usage showing, and I
17 guarantee you I paid for power then, and I just -- I
18 just don't understand why. I don't know if your
19 software is just prorating everything, if that's
20 what's going on. But please fix it. Because --
21 please fix it.

22 CANDICE KELLY: If you don't mind, I'd like
23 to have somebody look at your daughter's account.
24 They won't be able to talk to you about it
25 specifically.

1 JODY JIMENEZ: Right. I understand that.

2 CANDICE KELLY: But if (inaudible) her a
3 call.

4 JODY JIMENEZ: I would please mention this.

5 CANDICE KELLY: Absolutely.

6 JODY JIMENEZ: Because she couldn't be
7 here.

8 CANDICE KELLY: And I'd like to address the
9 water and the usage, if she was given a credit for the
10 overage. You can't go back and adjust the usage on
11 the invoice because the meter's still spinning. So if
12 she were -- if we were to go to change the numbers of
13 her meter reads on the bill --

14 JODY JIMENEZ: Uh-huh.

15 CANDICE KELLY: -- when we got the next
16 read, it would do this large adjustment and charge her
17 for everything that we --

18 JODY JIMENEZ: Money wise, it was adjusted.

19 CANDICE KELLY: Yes. So money wise --

20 JODY JIMENEZ: Money wise, it wasn't.

21 CANDICE KELLY: We added the credit.

22 JODY JIMENEZ: Right. She was given -- it
23 was adjusted the one time. The credit was given to
24 her. But nobody adjusted anything to keep it from
25 prorating off of that crazy amount that was not

1 charged to her. You know, it was --

2 CANDICE KELLY: There wouldn't -- I'm --

3 JODY JIMENEZ: That's how it happened.

4 CANDICE KELLY: -- a little confused on the
5 proratings, so I would love to look at it if --

6 JODY JIMENEZ: Okay.

7 CANDICE KELLY: Yeah.

8 JODY JIMENEZ: Because her bill, this
9 amount that was taken away, and Liberty says, oh,
10 yeah, that was our bad, you don't have to pay that.
11 Every month it's back on her bill. Every month she's
12 getting charged that plus what she's actually using.

13 CANDICE KELLY: Do you mind getting --
14 giving that information --

15 JODY JIMENEZ: No, I don't mind at all. I
16 will.

17 CANDICE KELLY: Thank you.

18 JODY JIMENEZ: To not --

19 CANDICE KELLY: -- using her hand.

20 JODY JIMENEZ: Yeah.

21 GEOFF MARKE: Just a quick reminder for the
22 audience here, we're hearing a lot of different
23 stories. All valid. They're all going to be used for
24 the investigation. However, if we don't know your
25 name, we don't know your address, we don't know the

1 particulars, and I can't follow back up on it.

2 JODY JIMENEZ: Yeah. She --

3 GEOFF MARKE: Be sure that you're getting
4 that information back to our tables back there. And
5 that you're introducing your names up front; okay?

6 DAVID JIMENEZ: If we do give up our
7 addresses and stuff, I mean, are we going to see
8 backlash or --

9 GEOFF MARKE: No.

10 DAVID JIMENEZ: -- will there --

11 GEOFF MARKE: Yeah.

12 DAVID JIMENEZ: You never know. I mean,
13 look --

14 GEOFF MARKE: No. Just --

15 JODY JIMENEZ: Quickly, I heard you mention
16 about -- you mention about the -- the bad winter they
17 had in Texas, that was actually where we moved from.
18 That was the last winter we were in Texas. We got to
19 experience that. And you said because of gas charges.
20 Is -- are you saying that's what caused electric --
21 our electric -- I couldn't -- we couldn't hear.

22 TIM WILSON: Yeah, sorry. So we have
23 multiple power generation facilities --

24 JODY JIMENEZ: Right.

25 TIM WILSON: -- that run on natural gas

1 that create electricity.

2 JODY JIMENEZ: Okay. So --

3 TIM WILSON: And, so we buy natural gas to
4 generate electricity.

5 JODY JIMENEZ: -- being down in Texas, it
6 caused --

7 TIM WILSON: That was -- that was really
8 confusing. He was just giving an example.

9 JODY JIMENEZ: Okay.

10 TIM WILSON: We had a storm here as well.

11 JODY JIMENEZ: Yeah.

12 TIM WILSON: And we saw extreme price
13 gouging in the natural gas market to the tune -- we
14 spent \$205 million in a week.

15 JODY JIMENEZ: Okay.

16 TIM WILSON: And, so that's how you saw
17 natural gas charges flowing through the Storm Uri was
18 because we purchased natural gas --

19 JODY JIMENEZ: Okay.

20 TIM WILSON: -- to run our power generation
21 facility.

22 JODY JIMENEZ: -- everything back there,
23 but I would like to say, though, a lot of people don't
24 know, and I don't know how this would ever come about
25 in Missouri, but in Texas, where you are allowed to

1 pick who you want for your power company, you get to
2 pick who you want. That keeps rates very competitive.
3 And I don't -- I mean, I just -- I don't know what it
4 takes to do something like that, but I do know that it
5 keeps rates more reasonable for people, so. You know,
6 thank you.

7 UNIDENTIFIED MALE: Mr. Shipley.

8 BILL SHIPLEY: Yes, sir. Everyone else has
9 been beating the billing -- Bill Shipley. You can ask
10 Brad Breach (phonetic) or Brian about me. You'll
11 know. My question on the billing, it's been crazy.
12 Everyone's hit it, but when we get our bills now,
13 they're far bigger which instead (inaudible) keep it
14 simple or short and sweet. It's the -- the new SAP
15 system. It's far more complex than -- it's a waste of
16 our ratepayer's money as far as company business.

17 But my -- my question on that, you know,
18 SAP originally, before I retired, was looking at to be
19 2 or 300 million. I heard it's now over about 770
20 million. Who's responsible for that? I mean, that's
21 the numbers I've heard on the cost. It's probably
22 triple of what it should have been.

23 TIM WILSON: So what we found in the State
24 of Missouri, Mr. Shipley, was 160 million --

25 BILL SHIPLEY: Okay.

1 TIM WILSON: -- for -- approximately for
2 our customers.

3 BILL SHIPLEY: Okay. So you're just
4 cutting down to the 180,000 customers for Empire for
5 the whole business. We're not paying for the whole
6 company.

7 TIM WILSON: Correct.

8 BILL SHIPLEY: Okay.

9 TIM WILSON: That's the prorated share.

10 BILL SHIPLEY: That's why -- that's the
11 main reason I came.

12 TIM WILSON: Yeah.

13 BILL SHIPLEY: And then, you know -- and
14 then like right now, it's no longer Empire. It's
15 Liberty because it uses Liberty letterhead, and you
16 have to write Liberty on your check.

17 TIM WILSON: No. And to clarify what
18 Ms. Garborough was trying to say, our legal entity
19 name is.

20 BILL SHIPLEY: Empire.

21 TIM WILSON: The Empire Electric District
22 Company, d/b/a, doing business as --

23 BILL SHIPLEY: Doing --

24 TIM WILSON: -- Liberty Utilities. So
25 that's why.

1 BILL SHIPLEY: Well, my question on that
2 is, as I said, Canadians are making the choice. We
3 didn't have the choice to put 600 megawatts to wind
4 because the proxy voting at Algonquin always overrule
5 us, but. You know, we shut down Asbury. You're
6 talking about our last rate case that we're paying for
7 on this Texas ice storm that caused us, you know. You
8 had a 550-megawatt plant because we couldn't get
9 natural gas, barely make 140 megawatts. Prior to
10 that, Algonquin shut down Asbury, which we still are
11 paying a rate case for, and then now we're paying for
12 the demolition.

13 I mean, it's one of those things that it's
14 not good business because we're not diversified.
15 Everything's on renewables or natural gas with very
16 little being running fuel oil and what you have in
17 Plum Point in I-10 and I-102 is the only coal we have
18 for now, so.

19 I mean, it's just -- prior to the Trump
20 tariffs, you're asking for about 17 percent rate
21 increase. Now it's up to like 28 percent. And when
22 I'm trying to look at this on the Liberty's website
23 and the PSC, this is the question I have, I try to
24 look to where I can just look online, and I can't see
25 prior rate cases, I can't see pending, at least where

1 I've looked, and the mobile apps are a lot of times
2 different than the home PC. But you know, we want --
3 if you want transparency and people being informed,
4 and not repeat the thing, you want to know this.

5 And like I said, we're having a rate case
6 that's not quite double, but quickly doubled nearly,
7 and I can't find any information as to why. And I
8 understand we're paying because everything had went to
9 renewables. We didn't have the coal. And price
10 gouging, I've seen it for 20 years, in the power
11 plants, but. You know, where does the buck stop?

12 Empire trying to be purchased by Liberty
13 was the cheapest power in the -- in this area and in
14 Missouri. We're now the highest. If you look at the
15 rates and all that, you're at 11 percent -- 11¢
16 kilowatt off peak. And you're at 15¢ on. For all --
17 another fuel (inaudible) which I don't understand why,
18 but that's -- that's far more (inaudible) but I can't
19 look.

20 And I like to ask the bad question. I
21 mean, you can go back and ask Brad during the -- the
22 last ice storm in 2007. You know, we lost millions of
23 dollars. They -- they stopped dividend payments, but.
24 What a lot of people didn't like, the CEOs and the
25 board still got raises, but yet, they stopped

1 dividends and people see that mismanagement. It
2 doesn't look good for the company and granted, if you
3 look at Canada, I mean, it's the best job I ever had,
4 but when you look at their management style versus the
5 midwest values, it's not there. You see Canada
6 mirrors California, New York, and -- and the other
7 liberal areas, and it's -- it's not being ran that
8 conservative here, and it's costing us. For their
9 morals, I mean, you know, it's just -- I just want
10 some transparency either through the PSC or you where
11 I can look at prior rate cases and what you're asking
12 for, and you don't make it easy.

13 DIANA CARTER: And Mr. Shipley --

14 BILL SHIPLEY: Uh-huh.

15 DIANA CARTER: -- I just want to make --
16 make sure, so we're all getting the facts here, and
17 I'm sorry, I don't mean to interrupt you.

18 BILL SHIPLEY: That's fine.

19 DIANA CARTER: I just -- I want to --

20 BILL SHIPLEY: This is a discussion.

21 DIANA CARTER: Yeah. I want to make sure
22 we don't go too far down the road there. Everything
23 is publicly available. Every rate case is all
24 available on the Public Commission website.

25 BILL SHIPLEY: But it's not always easy to

1 fine, if you don't know where to look. I mean
2 (inaudible) from my iPad to my iPhone, apps change,
3 and it's not -- it doesn't always come up the same.

4 DIANA CARTER: Okay.

5 BILL SHIPLEY: Yeah.

6 DIANA CARTER: I just want to make sure
7 nobody's trying to hide that.

8 BILL SHIPLEY: I know that.

9 DIANA CARTER: (Inaudible) one, and if you
10 do want something specifically, Dr. Marke, I know, will
11 help you with that. Anyone from Commission staff will
12 as -- as will we individually (inaudible) to do that.
13 We can talk through the rate cases. I've been with
14 Empire a little over 20 years. Candice and Charlotte,
15 both not showing all of our ages, but we are all
16 pretty long timers, 19 years. Tim's close to 30.

17 TIM WILSON: Yeah. 28.

18 BILL SHIPLEY: 28.

19 DIANA CARTER: We're all pretty long-time
20 Empire folks here. So (inaudible) memory for almost
21 the 30 years here. Other than that -- and we're happy
22 to help you, if you want to look through the PSC
23 sites, but (inaudible) is available from those prior
24 cases.

25 Also, this hearing here is not for the rate

1 case. But again, I just want to make sure there isn't
2 misinformation out there. The amount of the rate
3 increase for electric from the company has not changed
4 in any way. There was not an increase.

5 Any reference to Trump tariffs or any
6 tariffs being in place, there's no impact on the
7 company from that. All of our generation is here
8 locally, so that there's no impact in any way and the
9 amount of the rate increase has not changed, but we
10 can talk more about that at the (inaudible).

11 BILL SHIPLEY: The SAP affect, you know
12 (inaudible) extreme as many of them. And, so I just
13 kind of -- I paid the little extra, and yeah, with the
14 weather changes and where it's been hot, cold, but you
15 know, I'm just kind of asking because I've tried to
16 look on Liberty's website and ours, and then with
17 the -- it's just not very transparent is what I'm
18 saying. It may be there. It's just not user
19 friendly. But --

20 TIM WILSON: Thank you, Mr. Shipley.

21 BILL SHIPLEY: I'll let you go. You can
22 say what you want. But that's the whole reason I kind
23 of came to ask that question because I want to be
24 informed the next meeting we have.

25 CHARLOTTE EMERY: I appreciate your

1 concerns and your feedback. I would say that our
2 website does have like frequently asked questions
3 related to the Empire electric case that we have
4 pending in front of the Commission. I will check with
5 our communications department to see if there is a way
6 that we can make it maybe more assessable because it
7 is our intention to give the information --

8 BILL SHIPLEY: Then you've got to go
9 through multiple frequent -- instead of saying, you
10 know, prior rate cases, pending rate cases --

11 CHARLOTTE EMERY: -- our particular
12 website, on Empire's website.

13 BILL SHIPLEY: But (inaudible) cases what
14 was asked for, what was received. So I can compare,
15 like, okay, how is this going? I understand, and I've
16 seen the price gouging. I was there during the ice
17 storms. I know how it's happened in the last two big
18 ones. But it's one of those things they're -- we need
19 to be more diversified because we have 750 megawatts
20 of wind which is not always available. And then the
21 amount of solar's changed, but. You know, your -- you
22 lost nearly 200 megawatts from Asbury that can't be
23 replaced with renewables because it's not 24/7. And
24 you know, combined cycle, you lose natural gas just
25 like we seen it go from 550 down to less than 150.

1 That's not reliability.

2 TIM WILSON: I'm just going to answer just
3 a couple quick things. I know you're wanting to get
4 along with this. We do have a balance mix of energy
5 resources. I don't know if you know. We do have fuel
6 oil on the ground at energy center.

7 BILL SHIPLEY: State line.

8 TIM WILSON: And state line. You know all
9 that, so. You know all that.

10 BILL SHIPLEY: (Inaudible) for both of
11 them.

12 TIM WILSON: I know you did. I want to
13 make it very clear. I know folks are upset that we're
14 owned by Canadians. I (inaudible) I live in Riverton,
15 Kansas. She lives in Joplin. Candice lives in
16 Quapaw, Oklahoma. We have hundreds of employees;
17 right? We have -- all of our employees are here
18 (inaudible) our value (inaudible). We may have owners
19 that think differently, but I can assure you I'm -- we
20 have midwest values. Like I said, I'm from Riverton
21 Kansas, so.

22 BILL SHIPLEY: Local (inaudible) yes.

23 TIM WILSON: The local management, I can
24 assure you.

25 BILL SHIPLEY: Thank you.

GEOFF MARKE: The next person I have on the list --

DIANA CARTER: I just want to ask --

GEOFF MARKE: -- is Patrick, but I cannot read the first name.

UNIDENTIFIED FEMALE 6: That actually happened more than five years ago.

DIANA CARTER: This -- this is a billing system change.

GEOFF MARKE: Last name of Patrick. It looks like the first name starts with a J maybe, Jude. Can't read it, I'm sorry. Patrick. I don't know. We can circle back. Allen Sparks.

ALLEN SPARKS: Hello. My name is Allen Sparks. I'll give my address. It's [REDACTED]

[REDACTED]. That's how to reach me.

Sorry, I jumped in a little bit earlier. As I said, with the billing issue, one of the things just to point out because I think other people are probably dealing with it, too, is I don't think that either the (inaudible) say this, there is a term -- there is a state -- quote that I want to quote here. It says, never attribute to malice what you can attribute to incompetence. I'm just going to say that. So I would assume that the reason that the (inaudible) not

1 working is, you don't know about it or it's outside
2 your wheelhouse.

3 I want to be up front. I'm a software
4 engineer. So I've worked with software development.
5 I've worked with billing. I know the company I work
6 for, if I messed up in my design, how the billing was
7 working, and it was a year later, and it was still not
8 working, I would be fired. I would be gone, and my
9 company would be writing millions of dollars of
10 (inaudible) to the (inaudible) their companies --
11 their customers. It is unacceptable, and it is not
12 fixed.

13 My grandma -- actually, my wife's grandma,
14 she just got the bill in the mail yesterday, two
15 bills, only for water, no electric, but she is an
16 Aurora customer that gets water and electric both. I
17 have got -- had that happen multiple times. I get
18 billed for water only. No electric. I've had to call
19 in, let you guys know, you -- tell me somebody in the
20 billing department will look at it. It goes a couple
21 of months before I finally get a bill, and then
22 it's -- you do the grace where you've been giving us a
23 couple of months or whatever, however the length of
24 time is to pay it. Sometimes, you know, myself, not
25 this, because I just go ahead and pay it because I'm

1 on average pay, so I know exactly what it should be
2 every month, after I get my recalculation.

3 That's another point of contention is, for
4 some reason you guys seem to be re-adjusting my
5 average payment plan amount every, like, four months,
6 and I don't know why that is. Used to be once a year.
7 Now it seems like it's every four, maybe six months.

8 Again, billing issues, system problems, I
9 understand, but again, I don't because this shouldn't
10 have been happening. When you started having
11 problems, you should have rolled back to the previous
12 system and fixed it first. That's what we would do
13 where I work. And that is the acceptable thing. I
14 know we're too far down the track for that to be done
15 now. But something's got to be done. You need to
16 make this more of a top priority and not worrying
17 about me to make a dollar. Because that's the
18 problem. You're trying to make -- and I understand
19 you are a publicly-traded company. You have fiduciary
20 responsibility, all that good stuff. They'll -- in
21 Missouri, a utility -- a service provider is not
22 entitled to a return on their investment. That is
23 something they are happy to get. So if your
24 shareholder is (inaudible) because you guys have
25 (inaudible) resources to fixing this, that's within

1 the legal structure of the PSC, so.

2 That's pretty much all I have to say on the
3 matter. Like I said, I just know that your situation
4 is not fixed yet. And it's unacceptable as we go on
5 this long. Again, like I said, there are still
6 ramifications.

7 Oh. I guess, one other thing, too, because
8 this is -- I forgot. Regarding the -- the charging or
9 showing online that we don't have it and you guys
10 having to make corrections. Also, you probably need
11 to do some education with your customer service
12 because I have a phone call that I had with one of
13 them. Because I -- I called about this multiple
14 times, still showing this online. The first time I
15 got told, well, we're just going to have our online
16 team look at it. A second time, we're aware of it,
17 we'll -- we're going to adjust it. Third time I got
18 told, we're aware of it, we're going to adjust it,
19 that agent said, well, it's actually because the smart
20 meter, it doesn't know when there's no power. And I'm
21 like, that makes no sense at all if it doesn't -- it
22 doesn't -- it shouldn't matter if it knows if there's
23 power or not. No power going through the meter. It
24 shouldn't register anything, so. You know, anyway.

25 TIM WILSON: The interface is the issue.

1 The smart meter knows when it's -- when you're out of
2 power.

3 ALLEN SPARKS: Yeah. And you know, again,
4 the other issues online is --

5 TIM WILSON: One quick thing, Mr. Sparks, I
6 can tell you I wholeheartedly agree that a year end to
7 this is too long. We knew there would be issues;
8 okay? So we knew there would be issues. It wasn't
9 just our billing system. Every single system that we
10 own, operate, touch, OMS, EMS, you name it, GIS,
11 everything was changed at once. And -- and -- and
12 I -- I concur with your assessment that if -- if
13 someone -- that some of those things have happened.

14 ALLEN SPARKS: Thank you.

15 TIM WILSON: Thank you.

16 GEOFF MARKE: Julie McGee. After her, I have
17 Heather Murray.

18 JULIE MCGEE: Okay. I don't really have a
19 lot to say. I think everybody's pretty much said it,
20 and they did a really good job of it. I have more
21 problems with Liberty than just billing. And I don't
22 guess I'm supposed to go into that. I would like to
23 say --

24 TIM WILSON: You can go into that.

25 JULIE MCGEE: -- when we did have the

1 storm, the tornado, I was (inaudible) and they did
2 what they needed to do, and they got out. And they
3 did a great job other than (inaudible) wires, bundles
4 of wires. I'd like for them to come and get those.
5 Are you guys the investigating Commission? Is that
6 what you are?

7 DIANA CARTER: We are --

8 JULIE MCGEE: You're the ones
9 investigating.

10 DIANA CARTER: Yes. We've been ordered
11 to --

12 JULIE MCGEE: Taking care of the billing?

13 DIANA CARTER: Yes.

14 JULIE MCGEE: Well, at least they sent a
15 handful of people that's a little knowledgeable about
16 it.

17 DIANA CARTER: We have more than a handful
18 working at our office.

19 JULIE MCGEE: I agree with -- well, she's
20 gone now. But most (inaudible) up here and spoke and
21 tried to get their piece out. I agree because when
22 I've tried to call customer service, they're idiots.
23 You -- they don't know what they're talking about.
24 And you have to keep calling, you have to keep
25 calling, and that's stupid. You should not have to do

1 that. They should call you back. Or send you a
2 letter and say, you know, what is it that we can help
3 you with? But they don't do that. And I've noticed
4 you guys have been saying that, and you're trying to
5 explain it, but I really don't see anything getting
6 explained here.

7 So my question is, is you're going to take
8 another year for us to get any result from Liberty?
9 Thank you. I appreciate it.

10 DIANA CARTER: Right now we are still
11 investigating it. I don't know how long it'll take.
12 Based on what we're hearing, it may take a while
13 because we are finding new stuff out, so.

14 JULIE MCGEE: Still (inaudible) how much
15 money (inaudible) customer service (inaudible).

16 DIANA CARTER: And ma'am -- ma'am, if we
17 can -- if we can get your name, because you shouldn't
18 be getting --

19 JULIE MCGEE: And also (inaudible) this.

20 GEOFF MARKE: Ms. McGee --

21 JULIE MCGEE: The gentleman that got up
22 here, he said --

23 GEOFF MARKE: Ms. McGee --

24 JULIE MCGEE: -- he had a problem with
25 the -- talking with them on the bill. You can't get

1 anywhere with them. My husband was on the phone
2 because of the water leak, and he was trying to get
3 somebody out there. And he's coming. He said, what's
4 your social security number, what's your birth -- you
5 know, and gives him my birth date, and I'm like, why
6 do you want my social security number, who are you
7 talking to, and he said, Liberty, because they got to
8 come and fix the water leak, and I said, hang up.
9 He's an idiot. Just give them your name and address,
10 and they should be able to look it up and know who we
11 are, where the leak is. They already know there's a
12 leak. Like he said, that -- he had a -- she said that
13 she got a bill for like \$1,700 for a leak. Well, I
14 had the same problem. I kept calling and calling and
15 calling, and nobody would come, and that's when my
16 husband got on the line, and he said, well, I got it
17 off this number. I said, I don't know who you're
18 talking to, but hang up because they're an idiot.
19 That man called back two or three times, and we told
20 the customer service that also. And asking for social
21 security number, asking for birth date, and then he
22 asked if we wanted to pay our bill and get a credit.
23 And I heard her, oh, no, we don't do that. Customer
24 service doesn't do that. They do not. They offer you
25 a deal for you to pay the bill right then, credit

1 card, debit card, whatever it is that you have
2 available to pay your bill and get a credit on it, so.

3 TIM WILSON: Ms. McGee, thank you for that
4 information. I'm going to just interject real quick
5 here. You should never be giving out your social
6 security number.

7 JULIE MCGEE: Well, I know that.

8 (Inaudible conversation.)

9 TIM WILSON: But the mere fact that that's
10 coming up is -- is really a cause for concern. That's
11 going to be inspected. We've got more discussions
12 about that. Because that's very serious. The other
13 thing that I'd like to just mention here because we're
14 hearing a lot of re-occurring themes, four-digit, you
15 know, dollar amounts of overdue bills or incorrect
16 billing, miss -- with a different surcharge. And, so
17 be it, we're taking this information. We can get it.
18 You -- to seek recovery here. You can reach out to
19 our office. You can reach out to the PSC. You can
20 file a formal complaint, informal complaint. I'm
21 telling you. Like, the amount of money that we're
22 talking about here, it's unfortunate. The fact that
23 you're out here tonight is a testament to them. All
24 right? Keep pushing. And again, we -- there are
25 opportunities here. Get your problems solved.

1 JULIE MCGEE: Well, as you can see, I mean,
2 I don't think you guys was expecting a turnout for a
3 little small town like Aurora. We've all come
4 together here. We all -- I mean, I've had several
5 people tell me, you got to go, even if you don't talk,
6 just go so they can see that -- that we mean it. You
7 know we're serious.

8 But I don't -- I -- everything that I've
9 heard tonight, I don't see any of you making
10 assurances that you're really going to do something.
11 I mean, seriously. So four months -- four months I
12 did not get a bill. I kept calling and calling and
13 calling, and they said, oh, we're working on it, we've
14 got a problem, there's a glitch in our system. That's
15 acceptable if it's a month. But you're talking four
16 months, and I know people -- other people waited
17 longer. And I know that they can't pay their bill.
18 Exactly. We -- we don't have your information. Do
19 you know -- yeah. I got a pretty good bill, and I
20 paid it. And I noticed a lot of extra stuff on there
21 just like everybody else. But the thing is, is what
22 you guys are all missing, and we're not going to get
23 that credit back. I know people that got seven,
24 eight-thousand-dollar bills. They can't pay it. They
25 cannot pay it. They had to borrow and beg to pay

1 their bills, and why should they have to do that?
2 You, you, you, whoever is handling all of this, should
3 have took care of it. It shouldn't be an -- and I'm
4 not prejudice, but an Arab or anybody that can't even
5 (inaudible) not be a customer service representative
6 because they don't know what they're doing. They
7 don't know what they're talking about. They're
8 probably reading it off of a paper that they've been
9 told to say or tell us or they're in training, but we
10 need some results. And this is serious.

11 DIANA CARTER: And Ms. --

12 JULIE MCGEE: We really need some results.

13 DIANA CARTER: This is for Ms. McGee and
14 for -- for everyone. We -- we really just want to
15 make sure they're -- people aren't falling prey to
16 scams. Our -- our offices, our call centers, are
17 local. So if you think you are getting someone in a
18 different country, it is not someone with Liberty.
19 It's not someone that you're --

20 JULIE MCGEE: Oh, my God. Don't be
21 ridiculous.

22 DIANA CARTER: But ma'am, I'm not.

23 JULIE MCGEE: The man that we was talking
24 to --

25 DIANA CARTER: I didn't say a different

1 state. Some -- sometimes with overspill, it does go
2 to another state that -- well, it's -- we -- it's
3 still Liberty. We have -- we have companies, for
4 example, in -- in other regions within the United
5 States. But if you think -- you used a different
6 word --

7 JULIE MCGEE: It wasn't a scam. The man we
8 talked to -- yeah. And -- and --

9 UNIDENTIFIED FEMALE 7: That's a scam.
10 (Inaudible) problem (inaudible) calling (inaudible) so
11 if you think that there's a scam, you have a problem
12 in your server (inaudible) Liberty office are calling
13 or a call center, a outsource company that you're
14 using.

15 CANDICE KELLY: There is a contact center
16 in Joplin, Missouri, and there is one in Ozark. It is
17 Liberty. They're my employees.

18 JULIE MCGEE: They're not Liberty
19 employees?

20 CANDICE KELLY: They are Liberty employees,
21 yes.

22 JULIE MCGEE: Well, she just said that they
23 weren't.

24 CANDICE KELLY: No. They are Liberty
25 employees.

1 JULIE MCGEE: Okay.

2 CANDICE KELLY: They're the same employees
3 that are out here helping today.

4 UNIDENTIFIED MALE 4: Talk to her.

5 JULIE MCGEE: Where is she at? Why isn't
6 she here? That's why I just threw my hand -- I feel
7 like we're not getting anywhere. I really do. And --
8 and we need to get somewhere here.

9 TIM WILSON: Ms. McGee.

10 JULIE MCGEE: (Inaudible) folks --

11 TIM WILSON: If you can please get a card.

12 JULIE MCGEE: Take everything in
13 consideration that everybody has said. It's more than
14 just billing. It really is. And I'm very proud of
15 everybody tonight, too, to support all of us.

16 GEOFF MARKE: Ma'am?

17 CANDICE KELLY: Ms. McGee --

18 JULIE MCGEE: Thank you.

19 CANDICE KELLY: -- I will also be looking
20 at that because I'm concerned with -- you said the
21 customer service rep called you back two different
22 times as well?

23 JULIE MCGEE: Yeah. Two times.

24 CANDICE KELLY: Okay.

25 JULIE MCGEE: Trying to get us to pay a

1 bill.

2 CANDICE KELLY: Yeah.

3 JULIE MCGEE: And the only reason why -- I
4 told my husband to hang up, hang up. He's an idiot.
5 And I thought it was -- well, within, oh, I don't
6 know, about 45 minutes, pulled up. So he did let them
7 know about the leak, and they came. So he wasn't a
8 scam. And that's not the only time that's happened.
9 And other people have actually paid their bill and got
10 it cheaper by doing that, so.

11 CANDICE KELLY: I --

12 JULIE MCGEE: You might want to look into
13 that.

14 CANDICE KELLY: But I'm very interested in
15 that.

16 GEOFF MARKE: Let's --

17 JULIE MCGEE: Thank you, everybody.

18 GEOFF MARKE: -- move on. Heather Murray.

19 HEATHER MURRAY: My name is Heather Murray.
20 I'm here tonight as a resident who's had enough of
21 being squeezed and scammed by Liberty Utilities.

22 Let me start by saying, if there were an
23 Olympic sport for creating billing, Liberty Utilities
24 would be bringing home the gold. My bills have
25 doubled (inaudible) fees show up like bad magic

1 tricks. So-called smart meters, I think mine skipped
2 math class because it sure isn't reading correctly.
3 And I'm not alone, as you can see. Many, many
4 residents in our community are experiencing the exact
5 thing. We're not all imagining this. We're not all
6 suddenly cranking up the heat and power for fun. What
7 we have is a company that's more interested in making
8 profits than -- and when you try to talk to them about
9 it (inaudible) complaint (inaudible) ears, and
10 they're -- if you can even get a real person, is more
11 interested in reading scripts than solving real
12 problems.

13 So what really pushed me to speak was
14 something that should have never have happened in any
15 decent community. There's an elderly woman that lived
16 in Aurora, living on social security. Liberty
17 Utilities charged her over \$1,000 for a single month
18 in a two-bedroom home. When she couldn't pay it, they
19 shut her off. Well, guess what? Then her landlord
20 evicted her for not being able to keep the utilities
21 on. That woman, someone's mother, someone's
22 grandmother, ended up homeless, living in a car. I
23 don't know where she is to this day. That's not just
24 an error, you guys. That's cruelty. Dressed up as a
25 corporate policy.

1 So I'm here tonight --

2 DIANA CARTER: Ms. -- Ms. Murray --

3 HEATHER MURRAY: -- not to just complain --

4 DIANA CARTER: -- do you mind --

5 HEATHER MURRAY: -- action -- no, I'm not
6 done. Please let me finish.

7 DIANA CARTER: Well, can you share the
8 name, please, of --

9 HEATHER: Absolutely not.

10 DIANA CARTER: We --

11 HEATHER: I'm not here just to complain but
12 to demand action because if we need -- if Liberty
13 Utilities won't hold themselves accountable which is
14 obvious, then it's time we do it for you guys.

15 Here's what I want to see. Number one, an
16 independent investigation into Liberty's billing
17 practices. No more smokes and mirrors. Number two,
18 public forum where Liberty has to explain the billing
19 themselves to our faces, not just through canned phone
20 responses. And number three, stronger protections for
21 residents especially our (inaudible) citizens and
22 low-income families. So they don't get steamrolled by
23 a puppy with no conscience. We pay for these
24 services. We deserve transparency. And we will not
25 stay quiet while Liberty Utilities keeps getting away

1 with this. Thank you for your time. And to Liberty,
2 if you're listening, we see you. And we're not going
3 away.

4 CHARLOTTE EMERY: Ms. Murray, I would like
5 to address the disconnect for nonpayment that you
6 mentioned. Liberty is not actively disconnecting
7 customers for nonpayment. We have not actively
8 disconnected service for over a year.

9 HEATHER MURRAY: That's a lie.

10 CHARLOTTE EMERY: No. We are -- we're --
11 we have sent shut-off notices to customers in order
12 for the customers to seek assistance, because
13 assistance agencies require shut-off notices before
14 customers can receive help. So shut-off notices have
15 gone out in the mail, but no active disconnects have
16 taken place.

17 SHANNON BOOKOUT: (Inaudible) Liberty
18 expenses in the last 12 months have gone up 12 to
19 \$1,500. This is a hospice nurse right here. He's
20 taken time from work to come here to talk about
21 (inaudible) small community that have their water bill
22 jacked up with no warning, and I had your
23 representative hang up on me (inaudible).

24 GEOFF MARKE: Excuse me, ma'am. Would you
25 mind just getting up there so we can get this

recorded?

SHANNON BOOKOUT: So we live in a small community in Kliever, Missouri, and I think your billing is a demographic billing system because we have a Billings address, but we live on the east side of Kliever. So we're [REDACTED] of Kliever. We -- we -- for some reason, we get twisted up in a lot of stuff. Our utility was Midland Water when we first bought -- moved into our community. It was a community well. We're not city. We're not county. We were a community well. Somehow Liberty came in and swept us out into their system. Midland had been bought out. They're still in existence. No gave us warning that we were being sold out to a corporate company. So we had to eat that.

And our utility bills, our water bills went up. And we had no time to even prepare. I called the woman the day our power bill went up. We had one bill for May -- or March 31st, and our second bill was for April when the charges changed for us this year. The problem is, the woman on there argued with me about a warning that the bill was going -- well, if you went online, well, I have a bill coming to me in the mail. I don't do the online because half the time I can't even (inaudible) interruptions because of (inaudible)

1 and I was trying to explain this to her. Well, on the
2 bill -- I went to all my bills all the way back to
3 January of this year. Not one bill had a -- alert
4 telling us that there was going to be an increase in
5 our water bill. However, April's bill on the back
6 page, a paragraph about this big, told us that our
7 water bill was being increased.

8 The first lady that was up here talking
9 about the increase, we went from \$12 and something to
10 26. On our service, we went from \$4.20 to \$10 and
11 something. That is uncalled for it to have it go up
12 that much without a -- a proper warning. If you can
13 pay the expense to put two adversements {sic} in your
14 bill every month, talking about going bill less, which
15 we don't have the option because your -- your app on
16 the phone doesn't work, and you go online and you
17 can't navigate it because I have to use a phone
18 because the Internet service in our neighborhood is
19 rare. You have to pay a lot of money to have Internet
20 in our little -- in our little subdivision there. So
21 we have limited resources as it is. So a bill coming
22 to our house is the only option we have where we know
23 what we're getting -- actually getting in our bills.
24 We didn't even get a warning that our meters were
25 going to be changed out.

1 Now, like I said, we are maybe 40 families,
2 if even that, on this well. We don't have city water
3 systems to -- to fund. We don't have -- we have a guy
4 come out, treat us, treat our little well (inaudible).
5 That's it. We don't (inaudible) that most people have
6 to cover with their bill. But somehow we (inaudible)
7 up in this on a regular basis, and I'm telling you in
8 our little neighborhood more than 75 (inaudible)
9 people, and on top of that, we have Ozark Electric.
10 Because we're not in the -- so we have Ozark Electric.

11 April of 2024, we got a demand charge.
12 April of this year, we got a second increase. And the
13 excuse was their main supplier of power has to cover
14 the cost of all the hurricanes and fires and floods
15 that happened this past year. Okay. I understand
16 that to a point. But you did -- they did two
17 increases, so we had to deal -- we got no warning
18 about Liberty raising our water bill. At all. Except
19 for the month that it went up.

20 On top of that, the City of Kliever or
21 the -- actually, Christian County themselves were
22 behind on property tax evaluation, and everybody's
23 property taxes doubled. So this is what Christian
24 County residents have dealt with in the last 12
25 months, and then this to come in and hit us again with

1 you guys giving us more than double our water bill,
2 and then telling us, oh, well, it's -- well, that's
3 not an excuse.

4 DIANA CARTER: And if we can have your
5 name, if you don't want to say it in front of
6 everybody.

7 SHANNON BOOKOUT: No. That's fine. I'm
8 Shannon Bookout (phonetic).

9 DIANA CARTER: Okay. And Shannon, I'm
10 sorry, I didn't hear your last name.

11 SHANNON BOOKOUT: Bookout. Yeah.

12 DIANA CARTER: Because we want to listen
13 for the call because, obviously, Candice will want to
14 talk with the customer service representative because
15 no one should be hanging up on you or mistreating you
16 in any way on a call. So she'll need to listen to
17 that. She'll be able to find your call, though,
18 because all the calls are recorded. So she'll -- and
19 take it (inaudible).

20 SHANNON BOOKOUT: I -- you probably got a
21 load of calls from people in our community because the
22 first thing I did was go on social media on our -- our
23 Kliever page and told them to call your office and
24 file a grievance against the -- the Liberty because we
25 did not get a proper warning and given a warning on

1 the month the bill -- on the month that the increase
2 is hitting us is not a warning. It --

3 DIANA CARTER: And then just very briefly
4 on that, because, again, that -- that was the result
5 of a rate case that -- that occurred previously, and
6 how that works, we give notice before public hearings.
7 So you would have had notice before the public
8 hearings in the context of the rate case --

9 UNIDENTIFIED FEMALE 8: We don't have
10 Internet service readily available in our area.

11 SHANNON BOOKOUT: I have a hotspot on my
12 phone.

13 DIANA CARTER: It was mailed. It should be
14 mailed. It's on your bill.

15 SHANNON BOOKOUT: No. We get two
16 adversements in our bill every month, one talking
17 about energy saving and the one -- the other one
18 talking about going paperless. I have all my bills
19 going all the way back to 2024 because I keep a year
20 back when I -- every year, I keep a whole year of
21 bills and not one of those adversements in there or on
22 the bill does it speak about a hearing of a price
23 increase except for on the -- the April bill of this
24 year. On the back, there's a little paragraph talking
25 about it. That is the only thing that we've ever --

1 and I went through all my bills and did not find an
2 adversement page in there or anything on the bill
3 itself, and I tried to explain that to her. I had all
4 my bills sitting on the table when I was on the phone
5 with her talking to her about this. And she called me
6 a liar, and I'm sitting here with them in front of me.
7 I'm like, where is it? Where is -- where is it you're
8 talking about? Because April of 2025, the month we
9 got the increase was the month that the -- then we got
10 three bills in a row.

11 DIANA CARTER: I'm (inaudible).

12 SHANNON BOOKOUT: Uh-huh.

13 DIANA CARTER: Billing issues (inaudible)
14 of the local public hearings and the water case.

15 SHANNON BOOKOUT: She told me it was
16 online. They put it out online.

17 DIANA CARTER: It was also online, and
18 again, I am so sorry for how you were treated by that
19 customer service representative.

20 SHANNON BOOKOUT: Uh-huh.

21 DIANA CARTER: Candice will listen to the
22 call. She'll get the ID and (inaudible).

23 SHANNON BOOKOUT: Well, like I said, we're
24 not Billings. So if you go dem -- if you go by a zip
25 code, we're going to be wrapped into -- into a town

1 that we don't live in. Because we're actually in
2 Kliever. Since we don't -- we're doublewides and
3 single wides. And, so we're not considered in the
4 city limits because of the -- the zoning Commission
5 won't include us into the city. So when you guys use
6 a zip code for your whatever you're doing, when it
7 comes to billing or anything that you do, if you
8 include us in Billings, but we're actually in Kliever,
9 it'll be by -- by your account, it'll be your -- the
10 mailings went to everyone who is a Liberty Utilities,
11 Missouri Water, LLC, customer in this case, and I was
12 talking with their (inaudible) it would have been
13 maybe three or four years ago that the ownership would
14 have changed, I believe, on -- no. Midland Water was
15 more than three or four years ago.

16 TIM WILSON: If it's all right -- I
17 apologize. We got to -- quite a few people we want to
18 get through, but what I'm asking for you to do, if you
19 would, please, again, just go back to the PSC or the
20 OPC table --

21 SHANNON BOOKOUT: Uh-huh.

22 TIM WILSON: -- and articulate that. At
23 least have a contact so we can follow up.

24 GEOFF MARKE: And while we would like to
25 explain more things to you, we want you all to be able

1 to speak, so. Try to move things along, so we can get
2 more things on here. I have a Jessica, it looks like,
3 that I -- I am struggling with the last names, with a
4 C.

5 JESSICA CARSTEN: When you guys had your
6 system switched, I was actually on a budget billing
7 with you guys. While May didn't see a bill, hadn't
8 seen a bill for like months, so I called (inaudible)
9 they're like, oh, well, this is your bill, and that
10 was like, almost \$2,000.

11 I live in a whole little small farmhouse.
12 It's me. I have all my stuff on power strips.
13 Literally. I've shut everything off except my stove
14 and my refrigerator. Everything sits on power strips.
15 So how can my bill for four months be for -- almost
16 \$2,000. So when I got that, they said, okay, we'll
17 fix it. They put me -- you make so many payments of
18 \$321, then you will get back on your budget bill pay.
19 I have made six payments of \$321, and I am still --
20 because I get a bill that's a thousand (inaudible) I
21 haven't seen a bill in almost four months still.
22 It's, like, frustrating. For what it's worth, if I'm
23 getting it for four months, and how can they be almost
24 300-some-odd dollars when it's me? I'm never home.
25 There's no (inaudible) that much money. And I had a

1 kid living with me at the time. That is just
2 ridiculous (inaudible) small farmhouse. I have a TV,
3 I have a refrigerator, a microwave, but they
4 (inaudible) stuff. I don't have anything extreme that
5 should be using power, and again, it's just
6 ridiculous. I can't understand why I'm getting
7 charged that much.

8 And with the water, there was -- the
9 water's outrageous, but I have no water leaks. I do
10 not -- I even just had a plumber under my house, and
11 there was no water leaks. It was all dry under there.
12 So I want to know what is going on because, to me,
13 that's just ridiculous. If I -- I can't get a bill.
14 I look through the e-mails. There's no bill from
15 Liberty Utilities. And like everybody else, they call
16 customer service, you get rerouted from one place to
17 another to another, and then you get another bigger
18 bill, and how are you supposed to pay that bill when
19 your bill was supposed to be on budget pay, after so
20 long?

21 CANDICE KELLY: And Jessica, you said this
22 happened last year?

23 JESSICA CARSTEN: Last year. It started
24 last year.

25 CANDICE KELLY: Is it still occurring?

1 JESSICA CARSTEN: Yep.

2 CANDICE KELLY: Okay. Have you talked with
3 one of the customer service representatives out in the
4 hall?

5 JESSICA CARSTEN: I've talked -- no. I
6 talked to customer service through your call center.

7 CANDICE KELLY: Uh-huh.

8 JESSICA CARSTEN: It's the same thing,
9 well, you need to pay this (inaudible) back on budget
10 billing. Then why is it -- you know, to me, first,
11 they're like well, you pay (inaudible) why wasn't I
12 put on budget billing after the six months of me
13 paying that or three months of me paying that?

14 CANDICE KELLY: So we definitely want to
15 look into that for you. I -- I got a few girls back
16 here, one of them, if you don't mind --

17 JESSICA CARSTEN: Uh-huh.

18 CANDICE KELLY: -- getting with them to get
19 your information. I do have your first name, but I
20 didn't get catch your last name.

21 JESSICA CARSTEN: Carsten, C-A-R-S-T-E-N --
22 E-N. It's just getting frustrated when you're trying
23 to get your bills straightened out, and then, like I
24 said, it's just me, and I have an old farmhouse.
25 Everything literally is on power strips except my

1 refrigerator and my stove, so there -- and my washer
2 and dryer. Should be no reason -- and all of them get
3 clipped off. I even have motion lights, so I don't
4 turn anything on at night if I get up. And my bill
5 should never be that high.

6 CANDICE KELLY: So they will help you
7 (inaudible) and I will also have somebody else from
8 the operations side of things. We'll take a look at
9 it and give you a call, maybe even meet you out there
10 to check our side of the service to make sure
11 everything's okay.

12 JESSICA CARSTEN: Yeah. And actually, he's
13 here. I sold my box to this gentleman over here. But
14 I don't (inaudible) there wasn't (inaudible) first
15 moved there, somebody was stealing the electricity
16 from the backside. And that still has never been
17 resolved.

18 CANDICE KELLY: Somebody else was stealing
19 your electricity?

20 JESSICA CARSTEN: There was a pole, and
21 then there was a meter, and they had a -- their stuff
22 on the meter from the house behind mine.

23 CANDICE KELLY: And you reported that to --

24 JESSICA CARSTEN: Uh-huh.

25 CHARLOTTE EMERY: Because that's the proper

1 channel is to report that to --

2 CANDICE KELLY: Yeah. And still nothing.

3 TIM WILSON: Jessica, please be sure to get
4 a card and also touch base with PSC and OPC.

5 CANDICE KELLY: Okay. Because there should
6 be no reason that I'm paying for something that
7 somebody's taken from a meter that I wasn't
8 (inaudible).

9 CHARLOTTE EMERY: That will need to be with
10 local law enforcement on --

11 JESSICA CARSTEN: I did.

12 CHARLOTTE EMERY: Okay.

13 JESSICA CARSTEN: They finally took it out.
14 But the bill is still there.

15 CANDICE KELLY: As far as the usage, I'm
16 not sure that -- we can definitely look at that and
17 talk to you about that in the -- in the back, if
18 that's okay.

19 JESSICA CARSTEN: Yeah.

20 CANDICE KELLY: Okay. Thank you.

21 JESSICA CARSTEN: But are we still having
22 to keep the smart meters whether we want them or not?

23 TIM WILSON: Come August, you have the
24 opportunity to switch out.

25 JESSICA CARSTEN: We do? So can we call

1 and say we want an analog meter?

2 GEOFF MARKE: I don't know how that's going
3 to work honestly. The recent legislation just passed
4 to go ahead and open that up.

5 JESSICA CARSTEN: Because it's just --
6 as -- I mean, I should have got -- I should have got a
7 bill before four months, and I shouldn't have got a
8 bill for every three month here or when they want to
9 (inaudible) and that's the biggest frustrating part is
10 when -- even like a single parent, how does a single
11 parent, maybe if one kid, even one kid, supposed to
12 pay a thousand and some odd dollars when they're on a
13 budget trying to take care of their kid, and that's
14 their only resource, so.

15 TIM WILSON: Thank you.

16 GEOFF MARKE: Thank you.

17 UNIDENTIFIED MALE 5: I'm on your list. I
18 gotta get outta here to go take care of kids. What
19 you guys do with Liberty, your -- these people that
20 can't afford their bills, they can't afford to support
21 the businesses that are in the towns, it's a
22 trickle-down effect. I have reported water leaks for
23 a year because I drive all over this town, and I see
24 them, and I'll call. It's not my job to call Liberty.
25 And there's still a leak where I serviced, seeping out

1 of the road, on their property. And I assume the city
2 water system is (inaudible) after another. It's
3 honestly -- seeing increase, increase, corporate
4 (inaudible) sell off, buy more, put in a new building,
5 all this crap for you to get more and more money. The
6 co-op that have -- you've got your (inaudible) in
7 there, you've got welders (inaudible) daily with
8 cheaper electric bills than me in a 1,500-square foot
9 home. I mean, we have a normal life. But if they're
10 paying 180 bucks a month, they've got plasma tables.
11 They've got everything. They're paying 180 bucks a
12 month. I'm 250 to 350, and it's not as high
13 (inaudible) out there. But you're killing these
14 communities. And it's crap.

15 GEOFF MARKE: Dee Siefried (phonetic). Sorry
16 for --

17 DEE SIEFRIED: We moved here from Michigan
18 30 -- 39 years ago, and we were so excited because we
19 can buy a house we could afford. We could get energy
20 that we could pay for, cheaply. And guess what? I
21 think I have the answer for all of this problem. They
22 built a beautiful new building, and I got so excited.
23 Because I can just run down there, open the door, and
24 pay my bill. I walked up to it, and it was locked. I
25 thought, well, what are they doing with that

1 (inaudible) why don't we hire -- you all hire some
2 local people to be there to pay -- take these people's
3 money. You know, certainly, the goodness -- yeah.
4 Even one person. Thank you. And -- and it's a shame.
5 You've got this beautiful big building, and it's just
6 wonderful, but. What do they do there? They don't
7 take money. They don't have competent people to speak
8 to us personally. I'm one of the old folks here
9 because we used to run down, bump our tires on little
10 thing that -- and run in and pay our bill, and we knew
11 the people. And we get a bill -- a receipt back, and
12 we never had a problem. The water bills are
13 disgusting. I've encountered -- I've got one water
14 bill. I'm not going to go through a lot of things,
15 but the fun thing I have is show and tell. This is
16 what I got in the mail where I had received the
17 original bill, I got four of these in the mail in one
18 day in my post office box. Maybe the post office
19 (inaudible) and I didn't realize they were copies.
20 And I'm very diligent (inaudible) different than the
21 fronts, so I couldn't seem to get them organized.
22 Maybe it's my age. But I really feel like we are --
23 we were spoiled. We were treated with respect. The
24 people knew us. If we went in there and we had a
25 problem -- I had rental properties. If there was a

1 problem I could go in there and talk to someone, and
2 they said, okay, Dee, we're going to get this taken
3 care of. And that is over. And it's over all over
4 the world. I know. So we're spoiled, but I think
5 that's the answer. Get us somebody locally that we
6 can pay our bills to. And I don't think it would cost
7 much more than that, that doesn't know the answer and
8 can't take your money. People are old fashion stuff.
9 So you're dealing with a bunch of old people that are
10 spoiled. Or people that (inaudible) used to good
11 customer service.

12 So obviously, I've been in business for
13 many years, and I don't see customer service much
14 anymore. Even the people we talk to on the phone, and
15 they try. Those girls I called about these bills, I
16 did -- and I'm not going to go into all of them, but
17 (inaudible) one water bill, one day, I let it sit on
18 my desk, and I like to pay (inaudible) paid it, got
19 another water bill (inaudible) briefcase, and the
20 usage on it, but the water bill I got first was
21 cheaper than the second one with the same usage bill.
22 And it was like five (inaudible) so -- and it was a
23 double price. So there -- yeah. We (inaudible) we're
24 all saying the same thing. We just want some help and
25 respect and let us pay what we owe. But don't charge

1 us more, and I thank you all for (inaudible) doing
2 this for us. We need -- we need for people to know
3 each other, and a lot of us know each other in this
4 room, but we need to know you all, too. And maybe
5 that will help, so. Please do what you can. We
6 appreciate it, and whatever you're doing to do
7 (inaudible).

8 GEOFF MARKE: Thanks, Dee. Virginia Swain.

9 VIRGINIA SWAIN: Well, gosh. I hope I
10 wouldn't have to come up here and my complaint
11 wouldn't be reached. I'm going to second Dee. I was
12 going to say drop box, but having a person to pay with
13 the amount of elderly that our community has, that
14 would be respectful to our elders. Those ones that
15 pay checks, they deserve to be -- pay checks. They've
16 lived that long. They deserve to live that right
17 because that website, it sucks.

18 UNIDENTIFIED MALE 6: It does.

19 VIRGINIA SWAIN: So first, I want to
20 commend the guys that did the work other than Julie's
21 (inaudible). She has really big ruts in her yard.
22 She's my neighbor. They did a great job. Got her
23 power back on in 30 days, and I know they worked hard,
24 and I know everybody works hard. But we -- I
25 (inaudible) I can't because I've (inaudible) I've

1 changed that website (inaudible) because the bill
2 comes in (inaudible) they won't change it. So while
3 he's at work, I get on to log on to pay, I have to
4 call him and say, what's the code, because you all
5 won't give it to me. That needs to be fixed. I pay
6 the bills. He makes the money. I pay the bills. I
7 want to be able to log on to pay the bill. Change my
8 e-mail address. Good God. Like, it's so hard. I
9 mean, I had done it. I've went in and physically did
10 it, and it still went back to reverted back to his
11 e-mail. So I don't look at the bills. I'm not really
12 super good looking at the bills. I log on, and I pay
13 every single month. I -- I go on, I log on, the
14 amount, they vary, but they were smaller from, like --
15 like I said, June of last year on up. They were --
16 they were right. They get small, and I get a bigger
17 one, and I get a small. I am solar. So I do have
18 months that I don't have a very big bill. I have a
19 meter bill. That's about it. So I pay it, and I move
20 on. January, February (inaudible) bill. She said,
21 well, let me back up. Before that, I tried logging
22 on, and one time I called and -- and (inaudible)
23 account numbers. I got one house. Why I got so many
24 account numbers? And the lady said, oh, well, just
25 ignore the rest of them, only pay the one that has

1 like a 6,000, I think it is. So that's what I've been
2 doing. So I was paying the right spot, looking in the
3 right spot, paying that bill every month, then I get
4 that big bill and a call (inaudible) she said, well,
5 it was either a meter reader issue or an accounting
6 issue. But you have not been billed correctly since
7 June. So it took you all six months to figure out you
8 haven't been billing me correctly. Yeah. But we'll
9 set up a payment plan and you (inaudible) no, ma'am.
10 If it took you six months to figure out you owe me,
11 that I owe you, it's going to take me six months to
12 pay you back for starters. My question is, since I
13 have solar, how the (inaudible) money if my meter
14 wasn't working all the way back to June, almost a
15 year, how do you know that my solar wasn't producing,
16 and I should have only had a meter fee? How do you
17 know I have a \$900 bill?

18 TIM WILSON: Our meter runs forward and
19 backward.

20 VIRGINIA SWAIN: I don't go out there and
21 look at it.

22 TIM WILSON: (Inaudible) you guys
23 (inaudible).

24 VIRGINIA SWAIN: But my question is,
25 nobody's been able to answer it is, how do you know

1 that I owe you those six months? Because I --

2 UNIDENTIFIED MALE 7: And what and how
3 much?

4 VIRGINIA SWAIN: How do you know? Where
5 did you come up with that number? Where did that
6 \$900 -- well, one time it was 900, and then it was
7 900 -- I have a stack of bills like that. But I
8 started keeping them when they started coming like
9 every three days, and I think everybody else had, too,
10 I see everybody walk --

11 UNIDENTIFIED MALE 7: We got six bills in
12 four days.

13 VIRGINIA SWAIN: A four-day period.

14 CANDICE KELLY: And I would have to look at
15 the account to be able to answer those questions. I
16 can't answer those questions sitting here on the fly,
17 and I do apologize. I'd be more than happy to look at
18 that for you, but --

19 VIRGINIA SWAIN: How are you all handling
20 solar? I mean, how are you -- with all of this crap
21 that's going on?

22 CANDICE KELLY: You're getting feeds off of
23 that meter. So what -- what is happening with those
24 reads is what we need to look at. And how -- how it
25 is displayed on your -- your bill.

1 UNIDENTIFIED MALE 7: Do you guys have a
2 forensic IT team to go in and investigate -- I'm
3 serious. Because (inaudible) that was up here, fire
4 his ass. I mean, yeah.

5 GEOFF MARKE: You're making some good points.

6 VIRGINIA SWAIN:

7 TIM WILSON: Sorry. As far as the solar,
8 that is -- that is a particular issue we're looking
9 into, but like he said, we're going to need to look at
10 bills, and then follow back on it, be more than happy
11 to work with you.

12 VIRGINIA SWAIN: How do they get a bill? I
13 mean, if I'm not getting billed correctly and my meter
14 is not getting ready correctly, how do they know if a
15 meter wasn't read correctly, how they even know that I
16 owe them? They just pull that number out their butt?

17 UNIDENTIFIED MALE 7: Really?

18 VIRGINIA SWAIN: I'm not trying to be rude.
19 I sell real estate, and I sound like a hick right now
20 because I'm nervous, and I get nervous when I -- but I
21 sold a house Sunday, and you know what my buyer said?
22 Is it in Liberty? Because I won't buy a house in
23 Liberty. You all lost me a buyer. Because they
24 wouldn't buy the house because it was covered with
25 Liberty Electric. That's sad. It's just really,

1 really sad, and I don't know what else to say.

2 UNIDENTIFIED MALE 7: So what is your
3 plan --

4 VIRGINIA SWAIN: Yeah.

5 UNIDENTIFIED MALE 7: -- to fix this?

6 VIRGINIA SWAIN: Do you have a plan?

7 UNIDENTIFIED MALE 7: You got --

8 TIM WILSON: From a billing perspective --

9 UNIDENTIFIED MALE 7: Yes. Serious IT
10 problem. Serious. Absolutely serious. Billing and
11 the website. So what is your plan to -- get this
12 fixed?

13 TIM WILSON: From a billing perspective,
14 we've met monthly with staff and OPC and have given
15 them our plan. We have followed that plan, and we
16 continue to show progress with that plan. We know
17 about the multiple bill issue. We think we have that
18 fixed. So it does not surprise me you received four
19 bills.

20 UNIDENTIFIED MALE 7: Six.

21 TIM WILSON: Some people received more.
22 Okay? Just the postage alone, believe me, there's no
23 one more upset about that than me. And -- and we've
24 talked, and we've kept them up to date with our plan.
25 We have a plan moving forward as well, where we're

1 actually getting really close on the majority of our
2 customers. We're like 95 percent accurate. As I
3 alluded to in my opening, the areas that we're having,
4 that we need to continue to delve into and work on, up
5 to and including that metering, and I would say
6 collective billing, and then those that have dual
7 commodity which are a lot of folks here in this town.

8 UNIDENTIFIED MALE 7: Well, I hope you do.

9 VIRGINIA SWAIN: I do, too. I do -- we
10 sold my mom's house, and she has solar. And the girl
11 calls me, and she's had it for two years now, and
12 she -- she called me, she said, you realize Liberty
13 never turned on my solar. She said, I've been paying
14 these bills, paying these bills, paying these bills,
15 and they never even turned on her solar, on her meter.
16 So I just -- you all -- yeah. Incompetence. You've
17 lost our --

18 UNIDENTIFIED MALE 7: Trust.

19 VIRGINIA SWAIN: Our trust. Badly. It's
20 going to take some time to earn it back. I don't know
21 if we can vote and get somebody else either, but.

22 CANDICE KELLY: Do you have -- do you mind
23 giving me that address?

24 VIRGINIA SWAIN: What?

25 CANDICE KELLY: The one that you said you

1 sold. Thank you.

2 GEOFF MARKE: Frank Johnson.

3 UNIDENTIFIED MALE 8: (Inaudible) a minor
4 (inaudible) meters are read by (inaudible) months
5 (inaudible) by a matched network, they talk to each
6 other, and then they go to a collector on a pole, and
7 it goes out cellular.

8 TIM WILSON: So a local network, not -- not
9 satellite communication.

10 UNIDENTIFIED MALE 8: (Inaudible) all
11 confused. Bad matters.

12 TIM WILSON: Frank Johnson. Greg Jenkins.
13 Ken Hurley. Dustin. Is there a Dustin who signed up?
14 Dee, next.

15 DEE SIEFRIED: Our sewer bills (inaudible)
16 sorry. Our sewer bills in Aurora are tied to our
17 water bill, and we ruined some big sewer bills -- I'm
18 amazed how much sewer goes through my house, but the
19 thing is, I need to know who are our city sewer people
20 is because, is it the net or the gross? You know, do
21 you include the taxes? What is the number that's
22 given to our sewer -- sewer company? Because when my
23 water bill -- my electric -- is it electric or water?

24 TIM WILSON: Dee, I apologize, I didn't get
25 your last name. So I'm calling you by your first

1 name.

2 DEE SIEFRIED: Siefried (inaudible).

3 TIM WILSON: Your sewer provider is who?

4 DEE SIEFRIED: Our city.

5 TIM WILSON: The city of what?

6 DEE SIEFRIED: Aurora city.

7 TIM WILSON: Oh, Aurora. Okay.

8 DEE SIEFRIED: So it's tied to the usage.

9 And if it's tied to the usage, and our meter's not
10 read correctly or the -- anyway, I'm just wondering
11 what number they're reading. Giving to them.

12 TIM WILSON: That's a really valid
13 question. I -- I --

14 DEE SIEFRIED: That's what --

15 GEOFF MARKE: So Aurora's Municipal Sewer
16 System charges you by value metric charge, it's not a
17 supply fee?

18 UNIDENTIFIED MALE 9: (Inaudible) by how
19 much water we use.

20 DEE SIEFRIED: Yeah. They take our water
21 bill.

22 GEOFF MARKE: Oh, boy.

23 CANDICE KELLY: So they get consumption
24 from the utility, consumption usage for certain
25 months, and each city is different. So I'm not going

1 to -- I won't say which months it is here without
2 verifying because I don't want to get the -- the --
3 February -- or the months that the City of Aurora uses
4 for your consumption to figure sewer bill.

5 DEE SIEFRIED: Okay.

6 CANDICE KELLY: Thank you, Kelly.

7 DEE SIEFRIED: But I'm asking. We've got
8 that read out that said, here's part of the bill.

9 CANDICE KELLY: Only the consumption. The
10 usage itself.

11 DEE SIEFRIED: Not the taxes.

12 CANDICE KELLY: No.

13 DEE SIEFRIED: All the fees.

14 CANDICE KELLY: Right. Yes.

15 DEE SIEFRIED: That's what I wanted to
16 know.

17 CANDICE KELLY: It's just the consumption
18 itself. The actual usage for those three months.

19 DEE SIEFRIED: Well, I'm sure (inaudible).

20 GEOFF MARKE: That's definitely something
21 we'll be following up on, as a company to -- to -- to
22 see how the reports have -- have gone through. Thank
23 you.

24 DEE SIEFRIED: Thank you.

25 CANDICE KELLY: Yeah.

1 GEOFF MARKE: Michael Towns (phonetic).

2 MICHAEL TOWNS: I'm tired. I didn't want
3 to come here, but like someone said earlier, we've
4 been living here for nine years. I have nothing bad
5 to say. Some of these people think they're fully
6 telling the truth, and some of them, I'm like, you
7 guys probably aren't going to come out on the good end
8 of this. I'm going to give you my account number, so
9 it's on record. Been trying to get you guys to come
10 out and check, and they finally, today, I come in, and
11 they're like, yeah, we'll be out there. I'm like,
12 okay. That's pretty cool.

13 So I had a house fire in 2020, and you guys
14 treated me like garbage because I was poor. I almost
15 died. It's all on record. As a matter of fact, it's
16 all on -- you said you can look at those phone calls.
17 You should look up mine between February -- let's see
18 21st of 2020 and June 5th. Look those up when I was
19 poor. Went and shut my electric off, and I was
20 sitting on the porch and your guy came out, and I
21 called you, and I was too sick to make decisions for
22 my family. You shut it off, so I borrowed the money.
23 And, so I went to go get all the documentation and go
24 figure, I can't look up anything from 5/24 of last
25 year. So they couldn't even do it out there.

1 So anyway, what I decided to do was, not
2 just because of you, I have nothing against you
3 people. Or your company. I got better. And I
4 grinded year after year, and I made more money. So
5 now I just pay your bills when they come in. I -- the
6 months that we didn't get the bill, well, that's true.
7 A lot happened. But you know, I just kept paying.

8 So since December until now, I'm going to
9 pay this next one off. Took me a long time, but it's
10 almost -- it's over \$5,000. So let me give you my
11 account number. You don't have to believe anything
12 I'm saying. I don't really care. Most people would
13 probably -- whether they admit it or not, kind of tuck
14 away in a corner and cry. Some of them are. They
15 don't make the money I do. I had to nearly kill
16 myself to get where I am. But what caught me was, I
17 understand the thing where you're looking at your
18 billing -- bill and you say, you -- it says that
19 you're charged like -- I've been (inaudible) I -- so
20 it's a big deal because I saw it, and like, oh, man,
21 they're charging us. I call.

22 Okay. So I -- I get what you're saying.
23 Those glitches happen. But then I started looking at
24 everything, and I'm like, oh, my God. Look how much I
25 paid. Like, that's a lot of money. You know, so when

we stopped using ours, brand new wiring, brand new York system, brand new everything, even your smart meter is brand new, we -- and my bills just keep going higher. So I tested that in February. We burnt wood. And I came out with almost a 900-dollar bill. So anyway, I got \$484.88 left. The account number is [REDACTED]. I'm not just asking you to look like -- I'm tired. I -- I don't want to be here. My wife said, probably need to go. And a lot of it's because some of these people don't make what I make. I had to kill myself to get here. (Inaudible) other stuff, you know. Like, when I'm behind, like, you know, maybe it's a past due bill, you're right. So I just kept paying, and I just kept paying. And, so for the first time in a long time, it's not your fault. I got sick for two years. So this Friday, I'll be paid to zero. But you (inaudible) and I complied, and then all of a sudden after all this time, take a look. Everything, just poof. I'm like, well, that's strange. Guys, I've been calling you. They're like -- well, you're telling me now all of a sudden my bill just shoots down to the bottom.

So this one's like with the water and sewer, I think it's like 280 something. I'm like, how in the hell -- pardon my language. How did I get a

1 bill under 500 bucks? Take a look. I get -- I get
2 the past due. But look at my payments. And you
3 should send me an e-mail telling me thank you. Okay?
4 For all those payments. All the threats (inaudible)
5 you can look up that phone call. When I was dying on
6 my front porch, your guy yelled at my wife. I'll
7 never forget that. So I forgive you. And I'm going
8 to keep paying my bill. And I'm sorry, I just don't
9 believe you guys are going to come out on the good end
10 of this, so. But that's my account number. You guys
11 look it up for yourself. Okay.

12 GEOFF MARKE: Matisha Omelio (phonetic).
13 Omelio. Did he (inaudible).

14 MATISHA OMELIO: So I have a very loud
15 voice. We have solar.

16 UNIDENTIFIED MALE 9: No, no, no.

17 MATISHA OMELIO: So my question is, on our
18 bill, it shows that we produced more than we used.
19 Where does our power go?

20 UNIDENTIFIED MALE 10: Where does the
21 excess go?.

22 MATISHA OMELIO: We were told that we would
23 get like a --

24 UNIDENTIFIED MALE 10: When we first --
25 whenever we first got it, we were told originally by

1 one of the people that were going to sell it to us,
2 that it resets every month. But then by Liberty, we
3 were told, no, it resets every year. But with the
4 smart meter, there's like everybody says, you know, it
5 goes forward and backwards. Okay. Well, obviously,
6 there's going to be excess. Where does it go?

7 MATISHA OMELIO: There's no --

8 UNIDENTIFIED MALE 10: Because we'll pay
9 \$13 one month, and the next one it will be \$13 so
10 that's telling me that it -- that we're producing --

11 MATISHA OMELIO: We're producing more than
12 we're using.

13 CANDICE KELLY: So I can't (inaudible)
14 information customer service. What I can tell you, as
15 far as the credit, if you're overproducing --

16 MATISHA OMELIO: Uh-huh.

17 CANDICE KELLY: -- you're still going to
18 have a customer charge. Your solar production does
19 not cover the customer charge or the taxes on the
20 bill.

21 UNIDENTIFIED MALE 10: I understand --

22 CANDICE KELLY: If you overproduce, then
23 that credit builds up into a -- I don't even know --
24 like, a bank for your solar production.

25 UNIDENTIFIED MALE 10: Does that --

1 CANDICE KELLY: And that's where that year
2 comes from that you were talking about.

3 UNIDENTIFIED MALE 10: Does it recede --
4 does it reset every year or is it every month?

5 CANDICE KELLY: It rolls over, and it
6 builds up to a year. After a year's time, it drops
7 off. So --

8 MATISHA OMELIO: So you steal our power.

9 CANDICE KELLY: If it's not been credited
10 after a year, it does drop off.

11 UNIDENTIFIED MALE 10: They take it.

12 MATISHA OMELIO: You steal our power and
13 get paid for it by other people.

14 UNIDENTIFIED MALE 10: I mean, that's
15 technically what's going on here.

16 MATISHA OMELIO: That's what you need to
17 look into. Everybody's power is getting stealing from
18 you if they have solar.

19 (Inaudible conversation.)

20 CANDICE KELLY: That credit builds up into
21 a bank. After so long of it not being used, you would
22 have to not produce any overage for a long period of
23 time not to use it, but after so long of it not being
24 used, it does drop off, but after that year's time and
25 that's --

1 MATISHA OMELIO: Then why don't you guys
2 pay us for our power then? You're getting paid for
3 it. Why are we not getting paid for the power we are
4 paying to produce?

5 UNIDENTIFIED MALE 10: There's electrical
6 companies out there that pay for the excess. It
7 should be at least paid back at the end of the year,
8 if there's an excess.

9 MATISHA OMELIO: Or take off the 13-dollar
10 a month charge.

11 UNIDENTIFIED MALE 10: Well, it's not even
12 that.

13 MATISHA OMELIO: Or let it go to that, to
14 where we don't have to pay that.

15 UNIDENTIFIED MALE 10: Just pay us at the
16 end of the year. If there's an excess, it will --

17 TIM WILSON: All right. We're having a
18 sidebar here trying to figure out --

19 UNIDENTIFIED MALE 10: -- getting solar,
20 too. That's what I think. It'll push people to get
21 solar.

22 MATISHA OMELIO: We have extra panels to
23 make sure because the panels only produce 100 percent
24 for 30 years. And then after that, by 20 percent. We
25 got extra panels to make up for that in the 30 years.

1 DIANA CARTER: We understand your
2 frustration. We, of course, have to charge by our --
3 our tariff sheets. And -- and the net metering.

4 MATISHA OMELIO: Where should I send my
5 bill to then? Because I should be writing a bill.
6 For you. Am I right?

7 TIM WILSON: Ma'am, I'm going to encourage
8 you, again, just to reach out to the PSC, the OPC
9 tables, because the solar is a thing that we're going
10 to need to look into further.

11 MATISHA OMELIO: Cool. Thank you.

12 UNIDENTIFIED FEMALE 9: We're supposed to
13 contact (inaudible).

14 TIM WILSON: You can. Yeah. That's my
15 card.

16 DAWN HERBERT: Dawn Herber. Herbert.
17 Sorry.

18 UNIDENTIFIED MALE 11: (Inaudible) awesome
19 (inaudible) should have never happened.

20 DAWN HERBERT: I have a little cheat sheet
21 here.

22 UNIDENTIFIED MALE 11: (Inaudible) against
23 the law.

24 DAWN HERBERT: (Inaudible) but when I moved
25 here, my bills were remarkably small coming from a big

1 city. But as soon as they got rid of the analog
2 meters and went to the smart meters, somehow my usage
3 doubled, almost tripled. So then my bills were like,
4 oh, I'm back in Houston again, you know? But -- and
5 then I believe you said something about, you can get
6 another analog meter put in because I just -- between
7 the billing rates going up, it's hard to believe your
8 meters are correct. And shocking. It's very
9 shocking.

10 I got a divorce last year. I am only one
11 person in my home. My rates are almost higher than
12 now that I have a kid that moved out, an ex that moved
13 out, and it's just little old me. I won't even turn
14 on my freaking AC.

15 UNIDENTIFIED FEMALE 10: Me either.

16 DAWN HERBERT: I won't. I can't. I am one
17 income. And it -- it's hard. I mean, I -- I am a
18 young person. Yeah. You know, I make a better living
19 than these retired people, but this is horrible.

20 UNIDENTIFIED MALE 12: Sick.

21 DAWN HERBERT: And I'm accustomed to
22 keeping it a balmy 68. I have to go through the
23 change. I need a cool house, you know, but it's --
24 it's -- it's awful. I have to go sleep upstairs.
25 Open up my windows, turn on my attic fan. And then

1 put another fan on. I did not use my electricity
2 during the winter, and I had a \$400 bill.

3 UNIDENTIFIED MALE 12: Keep ranting.

4 DAWN HERBERT: I was using gas, and I was
5 sleeping in my living room next to my (inaudible) it's
6 awful, and then when I was trying to do the transition
7 of the divorce, and you all were doing the new account
8 numbers, you all forced him to do the new account
9 number before you could give me my account number,
10 then I don't get a bill for three or four months.
11 Right? (Inaudible) money right now. So I'm smart
12 enough to put money aside. I'm a financial analyst,
13 and I go through these bills. The math ain't mathing.
14 The math ain't mathing, and I went to your -- the
15 balance billing. Well, how do you math balance
16 billing and the bills aren't the same? As a financial
17 analyst, I know you got to like buffer it a bit. But
18 it's wrong. It's still not the same.

19 And then they -- they can't say, well, we
20 don't know what your usage is, ma'am. Our old account
21 number is not tied to the new account numbers?
22 Because as a person that have done lots of system
23 change through many corporations, you always have to
24 have (inaudible) go. You just (inaudible) bad. It's
25 dumb, if you don't. Sorry, I'm shaking. But some of

1 these electric bills are probably more than people's
2 mortgages now. That's a sign.

3 UNIDENTIFIED MALE 12: Yeah.

4 DAWN HERBERT: That's cruel. It's cruel.

5 UNIDENTIFIED MALE 12: My heart. My
6 (inaudible).

7 DAWN HERBERT: So, yeah. I'm still paying
8 200, 285, and I haven't turned on my AC or my heater.
9 I think I might have had to turn my heater on in
10 February, otherwise, it was literally 30 in my house.
11 Because I do own a old home.

12 Let's see. And I'd like to know how to
13 read my meter because I'll sit there and go, I'm
14 watching close. I don't know how to do that shit.
15 Like, it's got, like, four, five different numbers
16 blinking at me, and I'm like, I don't know which one
17 to read. I want to know how many kilowatts I'm using
18 for that hour of drying clothes, washing dishes. Or
19 not washing dishes, but you know what I mean. Drying
20 clothes and watching TV or whatever, running my Alexa
21 music. It just -- it -- since I moved here, and it's
22 just -- those first six months were glorious, then the
23 new meters got put in and all of a sudden, it -- it --
24 it's -- it's shocking. I can't see -- I can't make
25 sense of it. I just can't.

1 And then I just have a question. If you
2 guys are providing water, why does the City of Aurora
3 do the sewer? What -- I cannot -- I don't understand
4 that. Most water companies, you use, and then you
5 getting billed -- how does that work? Does anyone
6 know how to explain that to me?

7 UNIDENTIFIED FEMALE 10: (Inaudible)
8 utilities should have kept them.

9 DAWN HERBERT: But I mean, the sewer system
10 is bad. It backs up in our basement, so you all got
11 all the money. Why don't you all do the sewer, too;
12 you know what I mean? But anyway, that's no --
13 neither here, nor there. Oh. And then how do you all
14 get the median average of the balance billing? If
15 like, my numbers aren't matching, how are you all
16 doing that? (Inaudible) recently.

17 CANDICE KELLY: I'm sorry, you moved into
18 this address --

19 DAWN HERBERT: October of 2020.

20 CANDICE KELLY: Then we have your usage.
21 So we still have the access to the history that you
22 had prior to the system upgrade. It's just not in the
23 same system. So somebody else or somebody with access
24 to the other system would be looking at it, but where
25 you just now started budget bill, so you were not on

1 it in the previous system; correct?

2 DAWN HERBERT: Right. But because the old
3 bill was in my ex's name, they make it sound like I'm
4 not privy to that. I'm like, I'm the same person
5 since 2020, and I just --

6 CANDICE KELLY: Even somebody brand new
7 moving into a house can go on budget bill plans based
8 on the usage of that address if they choose to do so.
9 We advise against it. If they haven't personally
10 lived there for a year because we want it to be based
11 on your usage, but it's not a requirement. So they
12 would be able to see the usage for that address and
13 base it off of that.

14 DAWN HERBERT: But why would the bill not
15 be the same every month? \$250, 250. The last couple
16 of bills, they're different.

17 TIM WILSON: We'd be happy to talk to
18 you --

19 CANDICE KELLY: I was going to say --

20 TIM WILSON: We'll take this offline. We
21 have a couple more people I want to get in real quick.
22 Come on up.

23 AUDRA: So I apologize for jumping in, and
24 I want to directly thank you three for being here
25 tonight. It means a lot to this community.

1 UNIDENTIFIED FEMALE 12: Speak into the
2 mic.

3 AUDRA: Okay. Our problem started when
4 they changed out the meters. It wasn't so much the
5 billing -- the billing issue. But that has also
6 become our living nightmare. And (inaudible) to which
7 is the first time we had this opportunity. But I can
8 say 21 years ago tomorrow, I married my husband and
9 made the worst decision ever, and I don't mean my
10 marriage. As two young kids, we decided to split up
11 the bills to see who would get which bill. I
12 volunteered for the electric bill because at the time
13 it was one of the cheapest and that seemed to be the
14 great idea, and it has been a nightmare. We were one
15 of those households that wouldn't receive a bill for
16 10 months. I called. They told me, we weren't in the
17 system. My husband wasn't in the system. And then we
18 did get a couple of bills that had a zero balance. We
19 also got a bill that had a credit to which I thought,
20 well, that's great. They finally figured out that
21 they've been overcharging us for years. Honestly, I
22 dismissed it for a couple of months. And then much to
23 our surprise, we got this bill yesterday. I'm pretty
24 sure it's probably the highest bill most of you have
25 seen yet. I can't read it. So I'll let her read it.

1 UNIDENTIFIED FEMALE 13: \$10,229.44.

2 AUDRA: So this is a residential home. Our
3 oldest has moved out. Has been out of the house for
4 three years. We have two other children at home. I
5 work about 60 hours a week. My husband farms. We are
6 rarely home. (Inaudible) in their vehicles. We have
7 been known to bring in our solar lights to keep the
8 lights off. You guys are killing people. Literally,
9 killing people.

10 UNIDENTIFIED MALE 13: Yep.

11 AUDRA: We are employed full-time. And we
12 cannot afford this.

13 CHARLOTTE EMERY: I'm sorry, I heard
14 somebody go by the name Audrey.

15 AUDRA: Audra. I have business cards for
16 everyone.

17 CHARLOTTE EMERY: Okay. May I have that,
18 please?

19 AUDRA: Yes.

20 CHARLOTTE EMERY: Thank you.

21 AUDRA: So to you guys, we don't know what
22 to do. I -- I -- I work with the legal field, and I
23 cannot find a single attorney to take this.

24 GEOFF MARKE: I'll try to address that. So
25 just to give you a sense of, like, what to (inaudible)

1 what to expect moving forward here. So there is an
2 investigation. There's two tracks going on
3 effectively right now. You've got the rate case,
4 which we are currently issuing discovery. We're --
5 which is basically, effectively, questions we're
6 asking the company, following up with the data. So
7 the rate case itself is an open forum, then there's
8 the investigation. Now, ultimately, at the end of the
9 day the Public Service Commission, five -- it's four
10 at the moment, but hopefully, we'll get a fifth one
11 here fairly soon, will make the decision on whether,
12 you know, what the rate increase will be, but also
13 ultimately weigh in on the investigation if PSC, the
14 OPC decides to pursue that moving forward and
15 (inaudible) moving forward.

16 AUDRA: So I believe this is a twofold
17 problem, though.

18 GEOFF MARKE: Uh-huh.

19 AUDRA: I believe we have the billing
20 practices, and then we have the what I would consider
21 extremely high charges. I don't understand how my
22 friend who is with Ozark Electric lives three or
23 four miles from me, and I can -- I have taken our --
24 our watts or whatever they're called, what is it?
25 Kilowatts. And I called Ozark Electric and asked them

1 what my bill would be, and I just couldn't believe it.
2 I mean, it's like nothing compared to what we pay with
3 Empire or Liberty, whoever it is. And I don't mean to
4 not address you, but my frustration's with Liberty. I
5 have been treated like dirt. I'm an advocate for a
6 living, and I have been treated like dirt from Liberty
7 for two years.

8 UNIDENTIFIED FEMALE 13: Yeah.

9 AUDRA: I don't want to even communicate.
10 I know there's great people that can help me. I'm
11 done. I'm exhausted. And I appreciate you being
12 here. I really do. It's not personal, but I am
13 absolutely -- our electric bill is more than our
14 mortgage and our child's tuition for college. I mean,
15 that's crazy. I'd be happy to go anywhere you guys go
16 to talk to whoever you need to.

17 TIM WILSON: Thank you.

18 AUDRA: You bet.

19 GEOFF MARKE: Robin Crumb.

20 ROBIN CRUMB: My name is Robin Crumb
21 (phonetic). And we actually do own a building. It's
22 called Robin's Bar & Grill outside of our home. And
23 for months after month after months, we would not get
24 a bill from Liberty. Well, I would call. (Inaudible)
25 we would get one for the house, but not the bar and

grill. Every month I would send \$600 right here. I can prove it through my account online. Still no bill for the bar and grill. Well, we're not showing that you have a bar and grill. You don't have two buildings. Addresses are [REDACTED] [REDACTED]. [REDACTED]. And [REDACTED]. One is for our home. The other is for the bar and grill.

Okay. Every month I send \$600 in. \$600 in. \$600 in. Through the winter, we burn wood in our home. Our house, we're hardly ever in there because we're out at the bar and grill working. Supporting our family. And we get a \$300 electric bill. No lights on but one light in the house. All day long. And we're burning wood. Two months ago, I get a \$2,200 bill in the mail. Even though I have sent \$600, and like I said, I've got it right here on my phone. Every month I have sent \$600 to Liberty for the past year (inaudible) and going. Huh? We don't know; right? Yeah. Exactly. But I have got one bill for the bar and grill. And it was \$349. For \$349, and our house on our home this month was \$176, and we've ran our air conditioner this month in our home, and it's cheaper than it was in the wintertime. And yes, I called customer service several times, got hung

1 the phone up on. I got asked for my -- for one, my
2 social security number, two, my date of birth.

3 CANDICE KELLY: Ma'am.

4 ROBIN CRUMB: Yes.

5 CANDICE KELLY: You have not talked to
6 anybody here today; right?

7 ROBIN CRUMB: Do what?

8 CANDICE KELLY: You called in, but you've
9 (inaudible).

10 ROBIN CRUMB: (Inaudible) anybody here
11 today.

12 CANDICE KELLY: I will address -- if you
13 call customer service --

14 ROBIN CRUMB: They hang up on me.

15 CANDICE KELLY: They are going to ask you
16 for identifying information to make sure they're
17 speaking to you and not giving your information to
18 somebody else.

19 ROBIN CRUMB: Well, ma'am, let me address
20 another issue. When our services go out and we call
21 in, they tell us that my number, nor my husband's
22 number is valid for any account due.

23 CANDICE KELLY: Do you have more than one
24 service address? If you have more than one service
25 address --

ROBIN CRUMB: We, do, yes.

CANDICE KELLY: -- then the automated system will not pick up the phone --

ROBIN CRUMB: -- number.

CANDICE KELLY: Yeah.

ROBIN CRUMB: And my phone number --

CANDICE KELLY: But the system -- the automated system does not know which account you're calling for, so it will not recognize the phone number if you have more than one service address, if you have one address.

ROBIN CRUMB: Well, I'm sorry. I'm not giving my social security number over the line.

CANDICE KELLY: I don't blame you.

ROBIN CRUMB: Do what? That happened to you, and you've got one service? And they tell you, you're lying, it's not your phone number is not (inaudible) line. Exactly. And whenever you --

CANDICE KELLY: Can I get your information as well, sir?

ROBIN CRUMB: And when you finally get somebody on the phone, then they tell you, yeah, your number is [REDACTED]. (Inaudible) number.

TIM WILSON: Can I ask a clarifying question? So when you call, is it a -- is it an

1 automatic voice?

2 ROBIN CRUMB: It's automatic voice whenever
3 you call, whenever your service goes down, yes.

4 TIM WILSON: It asks you your phone number
5 at that point.

6 ROBIN CRUMB: Uh-huh.

7 TIM WILSON: And then you give them that
8 phone number, and they say, we don't recognize this
9 number. Okay.

10 ROBIN CRUMB: Yes.

11 UNIDENTIFIED MALE 14: Three (inaudible)
12 numbers.

13 ROBIN CRUMB: And it still tells you
14 nothing.

15 GEOFF MARKE: And what happens then? Does
16 the --

17 ROBIN CRUMB: That's as far as --

18 GEOFF MARKE: (Inaudible) drops you? Okay.

19 ROBIN CRUMB: And then you can call back
20 and press a different option, and you can actually get
21 somebody on the line.

22 GEOFF MARKE: There.

23 ROBIN CRUMB: And they'll tell you, well,
24 that's your phone number. I called Ozark, and Ozark
25 will tell you, yeah, that's your phone number,

1 whenever we could call Ozark.

2 GEOFF MARKE: Right.

3 ROBIN CRUMB: Let me rephrase that.

4 Whenever we could call Ozark, Ozark would say, well,
5 yes, both of your numbers are there. It's time to get
6 this fixed. And it's time to get the people back
7 their money. Especially to elderly.

8 GEOFF MARKE: Thank you, Dawn {sic}. Thank
9 you. Vince Cornelison (phonetic).

10 VINCE CORNELISON: Good evening. I'm an
11 alderman in the City of Billings, and we have
12 multiple -- let me back up a minute. We've all heard
13 the problems with billing. Our city clerk in one
14 month got (inaudible) go through them, and finally
15 found where we owed \$10,000. The problem is, is we
16 need a number that we can get through to customer
17 service. When you try to call somebody, you get
18 nowhere. I would like to have your number, your
19 number, your number, and your number before I leave
20 here. I would love to have it.

21 CHARLOTTE EMERY: Anybody else can call me
22 as well. My number is (417) 291-3389, and my name is
23 Charlotte Emery.

24 VINCE CORNELISON: Can I get one of your
25 cards?

1 CHARLOTTE EMERY: I don't have one of my
2 cards on me, but that is my phone number. Yep. It
3 is.

4 VINCE CORNELISON: Hang on one moment.

5 CHARLOTTE EMERY: Are you ready?

6 VINCE CORNELISON: Go right ahead.

7 CHARLOTTE EMERY: It -- okay.

8 (417) 291-3389.

9 VINCE CORNELISON: What was that last two?

10 CHARLOTTE EMERY: 89.

11 VINCE CORNELISON: 3389. And what --

12 CHARLOTTE EMERY: Charlotte Emery. I'm
13 senior director of rates and regulatory. I'm with
14 Liberty. Yep.

15 VINCE CORNELISON: All right. So, and then
16 if we call you, is this a direct number that we can
17 get answers for questions to billing as -- as far as
18 other questions that people in our town --

19 CHARLOTTE EMERY: I've had, had people call
20 me for questions that they've had on billing. I'm in
21 regulatory. I will work everything I can to get you
22 answers. I may not specifically be able to answer at
23 the particular moment, but I will (inaudible).

24 VINCE CORNELISON: I will (inaudible) now.

25 UNIDENTIFIED MALE 15: You got my

1 (inaudible).

2 TIM WILSON: Do what? I can give you my
3 phone number, if anyone wants to call me. I know what
4 I'm going to tell you to do is, I'm going to tell
5 you -- I'll send you to our customer service, but I
6 can give you my number, and I'll help you any way I
7 can. I'm going to be from Joplin. Do what?
8 (417) 439-0168. Wilson.

9 UNIDENTIFIED MALE 15: 0168.

10 UNIDENTIFIED MALE 16: (Inaudible) resident
11 at Aurora. I have a few short points that I want to
12 bring up. (Inaudible) here, so. I recently bought my
13 house back in '22 (inaudible) been there for going on
14 (inaudible) and I have had several instances with
15 billing (inaudible). I get multiple bills within a
16 week of each other. Sometimes within the same month
17 of each other so (inaudible) couple other things that
18 I have from a service perspective, the infrastructure
19 around here is kind of crappy at times. I've had
20 (inaudible) blow two blocks away from my place about
21 once a year. And that it's pretty sad that I want to
22 investigate into getting a (inaudible) because I
23 cannot have reliable Internet. Or reliable power, so.
24 That's the question.

25 I will echo what everybody else has been

1 saying on here. The app needs work. I've been trying
2 to even access Liberty's app today while sitting in
3 here, and I can't get it. It doesn't do anything.
4 The website is a joke. If you just try to look for
5 your usage, there's nothing. I go months without
6 usage. So there's that.

7 So I also have two other questions that I
8 want to ask on this one. I am -- I know this is a
9 billing related town hall, but I implore you guys to
10 investigate now a safety concern that was arrised
11 {sic} tonight, please. Why if we have a water boil
12 order, are we using an antiquated system where you are
13 making in 2024, \$231 million in a profit? Google
14 (inaudible) anybody. What are we doing with
15 (inaudible) and I'm hearing everybody (inaudible)
16 whether it comes to solar, anywhere that I've been,
17 it's always been a credit back to the customer. My
18 bills I will (inaudible) are pretty static. I'm not
19 on the balance pay. I pay month to month. But
20 they're pretty standard. But I'm going to ask that
21 question. If I'm paying a \$200 a month electric bill,
22 300 at peak, why is your app crap? Why is your online
23 (inaudible) and why do we have to find out through
24 social media that there's a boil order in place?
25 (Inaudible) question to you guys. Because that's a

1 concern. That's a safety concern. You hear about
2 it -- these elderly residents that are up here that
3 are having to pay hundreds and thousands of dollars
4 for this. Where the real point of it is, is now
5 you're talking (inaudible) kids that have to drink
6 water. So what are we doing with the 231-dollar --
7 million dollars that you made last year?

8 CHARLOTTE EMERY: So I'm going to try to
9 address your issue, and your questions, and I
10 appreciate you bringing them to -- you know, to the
11 forum and standing up and talking to us about it. I
12 can't -- I don't know the number that you're saying.
13 I -- I will -- I'm (inaudible) that's probably an a
14 PUCK net income, but I don't know that for -- like, a
15 positive confirmation. Do you know if that was a
16 Algonquin number?

17 UNIDENTIFIED MALE 16: That was an
18 Algonquin number.

19 CHARLOTTE EMERY: Okay.

20 UNIDENTIFIED MALE 16: And if we go down to
21 their (inaudible) they still make \$529 million in
22 revenue.

23 CHARLOTTE EMERY: Uh-huh. So the rates
24 that we are currently charging, I -- I'm not on the
25 water side -- does not include any system do a

1 electronic notification, and I think Eric had
2 mentioned earlier in the conversation that we are
3 working on getting that. We recognize that is
4 something that is not where it needs to be.

5 UNIDENTIFIED MALE: Right.

6 CHARLOTTE EMERY: So we are working on it.
7 I don't know that we actually have a time table on it.
8 But we -- we have it on our list. We have been trying
9 to test it. It needs to make sure that in -- Eric
10 might be able to explain it a little better, but.

11 UNIDENTIFIED MALE 16: Well, while he's
12 resetting it, it needs to go to reporting outages. If
13 you call in, yeah, I can call in, but I shouldn't have
14 to call in if I'm in -- I travel for work quite a bit.
15 And I get notifications from my Internet that my power
16 is out. Okay? When I get those notifications, let me
17 report that there's a power outage in my area, I have
18 to go (inaudible) and that doesn't (inaudible) so
19 there's a huge software issue with you guys. The
20 (inaudible) where we're at with the --

21 UNIDENTIFIED MALE: So -- and just to be
22 clear, you use the term (inaudible) we -- we have not
23 (inaudible) orders, they are an advisory. Okay. And
24 the difference is, under -- under the law, if our
25 pressure in our system drops below 20 PSI, we have to

1 issue a boil advisory. It doesn't mean that the water
2 is not drinkable. It does not mean that there's a --
3 that it is simply an advisory to the public that our
4 pressure dropped for -- for some particular reason,
5 depending on the situation. Yes, we are working on a
6 system that will generate text messages and -- and/or
7 phone calls to all affected customers.

8 But as I mentioned earlier, we've rolled
9 out some software stuff that hasn't worked properly.
10 And we want -- and obviously, there are -- there's
11 liability issues. If I missed somebody, we're trying
12 to make sure that's going to work before we roll it
13 out. So we're still using the signs and public. You
14 know, we're reaching out to the local cities that --
15 who are putting out on social media. That's kind of
16 where we're at until I can get this system working,
17 because I don't want to add to the list of software
18 systems that aren't working. Work -- these meetings
19 are tough enough; right? And, so I -- I -- I hear
20 that and -- but that does not necessarily mean there
21 is a health concern that the fact that pressure
22 dropped. Because it -- we're -- we're -- where
23 concerns come in is where the pressure -- where the
24 system can be intruded upon; right? If I have a break
25 and dirt -- and contaminants can get into the system,

1 then I have a -- a boil order. If my pressure drops,
2 it's an advisory. And, so we're working through that.
3 We're building that system. So when we roll it out,
4 we -- we want it to work.

5 UNIDENTIFIED MALE 16: So I guess, my
6 question would be, well, where -- or my statement on
7 that, whether it's an advise or an order, you have a
8 tornado warning and you have a tornado watch. Do you
9 not still prepare the same way?

10 UNIDENTIFIED MALE: No. Agree. I mean, we
11 have the -- we -- we have to get that system
12 functioning. We are working on that. It is not a
13 simple thing to do. It's taking us some time to work
14 through the technicalities of it. And -- but that is
15 coming. Yes, we -- the -- when we're asking folks,
16 you know, be aware of this, that there -- that
17 there -- there is always -- the low pressure, we have
18 to advise our customers that, that if you're going to
19 drink it, you might want to boil it just -- just as a
20 precaution.

21 GEOFF MARKE: Felix Yax (phonetic).

22 FELIX YAX: Yeah. We had the same problem,
23 too, short power outage.

24 GEOFF MARKE: Felix Yax.

25 FELIX YAX: Consistently.

1 GEOFF MARKE: Crystal Gonzalez. Jerry Slagle
2 (phonetic).

3 GEOFF MARKE: Some of the key findings that
4 we've heard tonight (inaudible) overall cost,
5 municipal systems with charging a -- a bill
6 (inaudible) bills, many solar issues. Customer
7 service. Budget bill (inaudible) late fees, numbers
8 from the online source, the online app not working.
9 (Inaudible) bills, infrequent bills. And scams.
10 Potential scams. If there's anything else in
11 particular that's unique that we should be aware of,
12 please speak now. Come on up. And I'll just say --
13 I'll let you go here in a second. If you -- again, if
14 you have individual comments or anything (inaudible)
15 for whatever reason that you don't make it up here,
16 the staff that we have outside. Thank you.

17 THERESA PETIT: Okay. Thank you. And I'm
18 so thrilled about the attendance for tonight. My name
19 is Theresa Petit. I am on Aurora City Council, and I
20 also -- obviously, I reside here in Aurora and have a
21 business here as well. A concern that I have is, why
22 we even had the boil order? When we had the tornado
23 or advisory, when we had the tornado thing, what
24 happened? We had no backup generators with the water
25 pumps. Isn't that correct? And sorry, Tim, I

1 apologize. I wanted to ask you a question. You
2 mentioned your -- the mission statement earlier. What
3 was that again?

4 TIM WILSON: It's a person -- one of mine
5 from operations perspective that I've kept for a long
6 time. It's to safely and reliably serve our customers
7 each and every day.

8 THERESA PETIT: Okay. So how reliably
9 could you provide water to the City of Aurora? What
10 is your plan for that?

11 UNIDENTIFIED MALE: I apologize. I'm on
12 the electric side of the business, so I'll have to let
13 Eric answer that.

14 TIM WILSON: We -- Liberty has been over
15 the last several years installing on-site generation
16 at our well sites. The reason we haven't done it in
17 Aurora is because there are essentially -- there is
18 duplication within the system. We have multiple
19 wells. We have redundancy in the system here. And we
20 did not have a history of when we have had outages on
21 the electric side, it's been localized. Where only
22 part of the city may have been out of electricity, we
23 were able to supply from our operating wells. And, so
24 it wasn't as high of a priority. This was the first
25 time that I'm aware of that the entire city went out

1 where we have no power. We brought in a -- mobile
2 generation to bring it back and had it back within a
3 matter of hours. But that -- it kind of left us --
4 it -- it showed us a vulnerability that we hadn't run
5 across in Aurora.

6 Some of the other priorities that we had
7 been pushing were systems that we only have a single
8 well; right? That's serving maybe a subdivision.
9 Those are very high priority to get generation at
10 because if that well goes down, those people have no
11 water; right? So we -- those were prioritized first,
12 whereas, opposed to -- in a community that has some
13 redundancy which Aurora has.

14 THERESA PETIT: Okay. So tell me what your
15 plan is moving forward. Was that a temporary thing
16 that we got generators or are you making a long-term
17 plan --

18 TIM WILSON: We are --

19 THERESA PETIT: -- for generators.

20 TIM WILSON: We are, yes. We -- we have --
21 our plan has been to get generation at all of our well
22 sites. And other -- and some of our sewer sites that
23 doesn't apply in this area, but we are moving to
24 have -- to where we have that redundancy where if
25 power goes down, we can -- the generators kick on.

1 People see no interruption. That is -- that is the
2 long-term plan. And, so in Aurora, guess what, is
3 getting moved up because this was -- this was an event
4 we didn't -- we didn't expect it to happen because
5 when it -- the history of it happening in the past had
6 been isolated; right? It would take out --

7 THERESA PETIT: Correct.

8 TIM WILSON: -- this side of the town or
9 that side of the town and not the whole thing.

10 THERESA PETIT: So what is your time table?

11 TIM WILSON: I -- I can't speak to that
12 right now.

13 THERESA PETIT: Okay.

14 TIM WILSON: But it is -- we are moving
15 those up. Obviously, because the other side of that
16 is, when you go start installing those, then that puts
17 pressure on rates to go up, too; right? So those --
18 we're always trying to take it on a step-by-step
19 basis. We install a \$100,000 generator, then next
20 time I go in for a rate case, my rate base goes up,
21 and we're sensitive to that. Believe it or not, we
22 are. And so, you'll just -- I mean, the company could
23 go spend a ton of money and just fix it all, you know,
24 right now, and then the rate increase comes through,
25 and it -- and I have the same meeting, people talking

1 about high rates, so. We --

2 UNIDENTIFIED FEMALE 14: (Inaudible)
3 company.

4 TIM WILSON: Well, what folks have to
5 understand is, the rates that are charged in Aurora
6 are for the service that's provided to Aurora. Okay?
7 If -- if the overall company makes some money from
8 other operations, I can't -- that's some -- if
9 someone's paying an electric bill in another community
10 and that's a little more profitable than the system in
11 Aurora, I can't take their -- I can't take their rate
12 (inaudible) stuff base (inaudible) there has to be --
13 the customers are getting. The service have to be
14 paying for the service.

15 THERESA PETIT: So...

16 UNIDENTIFIED FEMALE 14: That doesn't make
17 sense because we're also paying for (inaudible)
18 protects it, so how does --

19 TIM WILSON: No. That's what we said on
20 the -- what we -- so I'll defer on that because we
21 already explained that.

22 THERESA PETIT: Okay. I hate to pick on
23 you. But talking about the water system, what
24 (inaudible) are going to be -- or you recently raised
25 our rates; correct? Okay. So you raised our rates

1 for a reason. What are you planning to do with the
2 infrastructure? I think that there is a huge
3 miscommunication (inaudible) this electrical issue
4 came up, all of the citizens attacked us at city hall
5 saying that, you know, why are you charging us so
6 much? How come my waterline's broken? I mean, it's
7 not us. It's you (inaudible) and if you have -- just
8 a second. If you had raised our rates for water, tell
9 (inaudible) we spent thousands of dollars paving
10 Lincoln Street or paving Tyler Street, and within the
11 first week, we got a utility cut because we have water
12 leak within -- I don't remember the first maybe month
13 or two down Lincoln Street, where our -- where our
14 elementary school is. I think we had seven cuts.
15 (Inaudible) explain that and what (inaudible).

16 DIANA CARTER: Ms. Petit, I believe you sit
17 on the city council?

18 THERESA PETIT: Yes.

19 DIANA CARTER: Would it be possible for us
20 to schedule a meeting where we can come to the city
21 council, have a presentation there, and -- and do a --
22 a meeting dedicated to --

23 THERESA PETIT: You know, I think that
24 the -- that's a great idea, but I do think the
25 citizens of Aurora need to (inaudible) ability lies,

1 and that's with Liberty. That's not with the City of
2 Aurora. You guys are lacking on that issue. And I'd
3 like to know what your plan is moving forward.

4 And also to, again, regarding the water,
5 you mentioned earlier about how you had your smart
6 meters or something that they saw that there was no
7 utility (inaudible) used. So they kind of estimated
8 on how much normally would be (inaudible) well, then,
9 how come you can't figure it out for the water usage
10 when all these people, when they get, you know, if
11 your bill's not sent out for four months and all of a
12 sudden, you get this humongous bill for (inaudible)
13 idea. You have a water leak. So if you've got a
14 system that says, oh, this meter must not be right
15 because they usually charge that much on (inaudible)
16 apparently, you got knowledge that you could do that
17 for water usage when there is a huge spike of water
18 issue -- usage.

19 TIM WILSON: The water -- right, the water
20 meter -- right. And in Aurora, we're basically --
21 what we call AMI, so we're -- it's an automatic --
22 it's a smart meter that actually talks to the electric
23 meter; okay? So if you have electric and water, your
24 water meter (inaudible) to your electric meter, then
25 it goes through the network that Joey was explaining

1 that was way above my pay grade, but yes, we can get
2 that data, and that's part of what we're trying to
3 work in to the -- the reading system is -- is to set
4 up where water runs -- it's like one of the tell tails
5 on a water meter, on a leak is, it runs continuously
6 for 24 hours tops; right? Maybe it's running slow.
7 Maybe it's running fast. But we're setting up the
8 systems. We're building that system to start
9 triggering those warnings. They weren't built in
10 automatically. So that's something we're working on.

11 THERESA PETIT: Okay. That's the first I
12 heard tonight. Because that was mentioned before, and
13 this is the first I've heard that you're in the works
14 of that. So I appreciate that. You had mentioned --
15 somebody mentioned about we haven't had a rate
16 increase for electric. When's the last electric
17 increase?

18 CHARLOTTE EMERY: It went into effect in
19 June of 2022.

20 THERESA PETIT: Okay.

21 TIM WILSON: Just to be clear, over time,
22 so FAC.

23 THERESA PETIT: Yeah. And I -- I've
24 just -- I guess, solidifying, too, that, you know, our
25 rates, our base rate, our kilowatt per hours, our

1 meter rate, all of this is much larger than any other
2 surrounding town that has a different source.

3 Just let me look through this real quick
4 since I waited three hours to talk. (Inaudible) pays
5 for that, is that a customer charge or is that going
6 to be a Liberty charge?

7 TIM WILSON: So that -- that went into
8 effect at the end of August before that would be
9 available. Quite frankly, I don't know that -- we
10 haven't talked about how that's going to be rolled out
11 yet, but that is on the list. But effectively, the
12 law would allow people to opt out of the AMI meter.

13 THERESA PETIT: Okay. And I'm trying to
14 leave on a sunny note, okay? Audra had the largest
15 bill that I think that was presented tonight. I got
16 18 bills in a week. 18 bills. But I tell you what,
17 when you do a refund, I'll just take it one single
18 envelope. So thank you for your time.

19 GEOFF MARKE: Thank you. Now only had this
20 building reserved by a half hour. Everybody's tired.
21 However, I'm still here. If there's anybody else who
22 wants to speak right now, we'd love to hear from you.
23 Please.

24 KENT: My name is Kent. So with all the
25 mishaps with all the billing and people having

1 multiple bills and if they pay all that, how -- how
2 can they trust that they got overcharged and say with
3 all the amount of money is it going to be back
4 charge -- I mean, get credited for that or (inaudible)
5 you know, getting a week or two (inaudible) \$900.

6 CANDICE KELLY: So are you saying you did
7 not receive a bill for several months, and then --

8 KENT: I'm just asking what happened --

9 CANDICE KELLY: -- one time.

10 KENT: -- to the money that they're
11 paying -- overpaying multiple bills that they get.

12 TIM WILSON: If I'm understanding it
13 correct, if someone got multiple bills that -- that
14 only one of them they should have received, but it was
15 printed multiple times and they overpaid --

16 KENT: Yes.

17 TIM WILSON: -- that would be credited
18 towards their account --

19 CANDICE KELLY: Yes.

20 TIM WILSON: -- to future bills.

21 KENT: -- see that.

22 TIM WILSON: Yes.

23 CANDICE KELLY: Yes. So the -- for the
24 duplicate bills, when you received multiple bills at
25 one time, if you're a collective customer, it was the

1 bill was printed multiple times, but the -- the amount
2 in the system was accurate. So if you made multiple
3 payments, that credit is going to apply to those
4 next -- your next actual usage charges and so forth.

5 KENT: Okay. So Mr. Tim, you said you're
6 the president; is that your title?

7 TIM WILSON: Correct. Of electric.

8 KENT: Of electric. So what power do you
9 have as far as putting customer service in Aurora
10 again? When it was under Empire, they actually had a
11 place where you could go pay your bill and talk to
12 somebody instead of somebody on the phone.

13 TIM WILSON: That's something we'll have to
14 discuss.

15 KENT: Okay. So you --

16 TIM WILSON: Believe me, I've got it
17 written down three times.

18 KENT: You can't say I'm going to do it
19 right now?

20 TIM WILSON: I cannot say I'm going to do
21 it right now. But I can guarantee you that
22 conversation will be had. Noted. Same thing.

23 KENT: It goes with that, yeah.

24 CANDICE KELLY: I also have those things
25 written down on my list, so.

1 TIM WILSON: Multiple times.

2 KENT: Okay. Then my last question is, so
3 as far as money generated for Aurora customers, what
4 revenue do you have as an emergency fund? Or anything
5 like -- I mean, my question kind of stems from that
6 because of the storm of 2021. We are paying for that.
7 But if I have a flat tire, a bad tire blows out, I got
8 to go (inaudible) buy another tire. I can't charge
9 MoDOT or the county because my tire went flat. So my
10 question is, what -- what do you have as far as
11 revenue in emergency fund -- you said -- I don't
12 remember what the number was on the -- in Texas, the
13 natural gas you spent, but you don't have no money
14 in --

15 TIM WILSON: Just to be clear, it was not a
16 Texas event that caused this.

17 KENT: Correct. Well, that's where the
18 natural gas --

19 TIM WILSON: It was \$205 million, and right
20 now -- and if I'm understanding your question
21 correctly, I want to be clear that we cannot adjust
22 our rates on our own. Okay? We have to request rates
23 through the Missouri Public Service Commission. It
24 gets thoroughly and fully audited by these folks here.

25 KENT: Uh-huh.

1 TIM WILSON: And I -- I, at the end of the
2 day, have zero say in what the rates are going to be.
3 So they have to be approved by the Missouri Public
4 Service Commission. I cannot do that on my own.
5 There -- there's a lot more skin in the game for
6 everybody here than what it may seem like. We do not
7 currently, if I understand, have any sort of tariff in
8 place by law that allows us to have a disaster fund in
9 case we have a revenue shortfall as a result of a
10 storm.

11 KENT: Okay. (Inaudible) savings account
12 is basically my -- you know, you don't have no money
13 put aside for any kind of --

14 CHARLOTTE EMERY: We are required to
15 provide service. That is part of the regulatory
16 compact as a regulated (inaudible) regardless of
17 whether or not we -- we have to provide the sort of
18 (inaudible) to not have an option to come to
19 (inaudible) restore power. That had to happen because
20 that is a requirement for us to operate as a regulated
21 utility. So whether or not we had the funds or didn't
22 have the funds sitting in a savings account --

23 KENT: Yes.

24 CHARLOTTE EMERY: -- we showed up. He
25 restored the power. The same way happened down for

1 the Missouri water side of it. He is required to
2 provide water service. It -- it is part of
3 (inaudible) regulated. We don't have an option, but
4 we don't sit around and have a -- an emergency
5 account. It's just part of how we have to operate if
6 we're going to be a regulated utility by the state.

7 KENT: Okay. Thank you.

8 UNIDENTIFIED FEMALE 15: I have a question
9 on that. If you are required to provide that service,
10 there should be a way for you, as your company,
11 because you do -- you provide our service. We pay
12 you. That's why you have revenue. There should be
13 money there to cover the cost of mishaps because there
14 are thousands and thousands of customers in your
15 network, should I say, that that money should be
16 there. We should not be (inaudible) paying for a
17 storm that happened years ago. We shouldn't worry
18 about that because now all I think about is, yeah,
19 we're one income family trying to help a kid through
20 college, and I got another one coming up, this storm
21 that happened, are we going to have to pay for this in
22 a few years because everything that had to be put in
23 place because you guys didn't have it to cover?

24 TIM WILSON: Storm Uri was deemed an event
25 that was extraordinary --

1 GEOFF MARKE: Yeah.

2 TIM WILSON: -- and we were able to use a
3 newly enacted law called securitization. These recent
4 tornados do not even come close to meeting the
5 threshold to qualify for that.

6 UNIDENTIFIED FEMALE 15: (Inaudible) were
7 to happen, are we going to have to sit there and
8 think, when is this -- in a few years down the road,
9 is this going to pop up on our bill? Like, if there's
10 something that maybe can be put into place at some
11 point or talked about that can be set back for those
12 purposes?

13 TIM WILSON: So as a result of that
14 storm -- and we're kind of getting off track here, but
15 we were working with Dr. Marke to provide some studies
16 to say, at what price point do customers would they
17 say, I'll just be out of power? The LOLE study.

18 GEOFF MARKE: Yeah. It's the LOLE, loss of
19 load study. So let me -- I am going to take ownership
20 over the miscommunication on your reimbursement; okay?
21 That's -- so it was -- it was a extraordinary event.
22 I mean, it really was. And it -- it hit multiple
23 states. We -- there's no (inaudible) companies taking
24 their hits tonight, and they're going to continue to
25 take the hits, so. Over the next however long this

1 takes. They did the right thing on -- on the Storm
2 Uri, and this is coming from your consumer advocate
3 here. They did go to bat for their customers. They
4 did fight it in D.C., and there were -- effectively,
5 what it is, it's a wholesale market. It's Southwest
6 Power Pole, and the power prices just went through the
7 roof at a certain point. We had municipalities across
8 Missouri that their natural gas exceeded their entire
9 budget for several years. I mean, they just -- that
10 means we can't pay for roads, we can't pay for police,
11 we can't pay for anything. Because we've got to pay
12 three days of gas. Like, that's how bad it was. And
13 our governor and general assembly at that time did
14 effectively pass a special law, which the best way I
15 can explain is effectively creating a state credit
16 card and customers, unfortunately, are going to be
17 paying for that credit card over the next 15 years.
18 Believe me, nobody likes that. The company's not
19 benefitting from that because it's a passthrough.

20 So unlike, say, a generator, so absolutely,
21 we need generators and backup generators for sewer
22 systems and so forth. But understand, like, that's
23 how a company makes money, is there -- they're making
24 a -- a profit off of that capital investment, not an
25 operational expense. So it's -- it's a -- an

1 important distinction when we're kind of putting this
2 all together, but I'll move on.

3 UNIDENTIFIED FEMALE 15: Thank you.

4 GEOFF MARKE: Uh-huh.

5 KIMBERLY SHINN-BROWN: Kimberly Shinn-Brown
6 with Ozark Head Start. We've got multiple (inaudible)
7 it's okay. I'm -- thanks. We have multiple
8 locations. We've experienced all the things that
9 everyone else has talked about.

10 The one thing that I had stepped out
11 briefly, so someone may have mentioned this, but we
12 continue to have difficulty with the automated system,
13 not recognizing the account number, which then makes
14 it much more difficult for us to get through to talk
15 about the issues that we're having. And the system is
16 not recognizing account numbers when we call for
17 outages.

18 In addition to not getting duplicate bills,
19 not having -- I don't remember what the term is when
20 we have a light pole, and we have water, and we have
21 utility -- or electric, sometimes those bills all come
22 together, and sometimes they don't come together, and
23 we don't necessarily know when to expect which thing.
24 I think that issue has already been covered quite
25 thoroughly. But to say that -- that we are also

1 having all of those experiences as well as the -- the
2 issue with the automated system not working correctly,
3 so. Thank you for your time tonight.

4 CHARLOTTE EMERY: I'm just going to just
5 jump in and say thank you. I went to head start.

6 KIMBERLY SHINN-BROWN: Oh.

7 CHARLOTTE EMERY: I loved it, so thank you.
8 You're providing a valuable service to the community.

9 KIMBERLY SHINN-BROWN: I really appreciate
10 that. Yeah. Please make sure your congressmen and
11 your senators know that it's an important service.
12 Thank you.

13 UNIDENTIFIED MALE 17: I kind of have a
14 different subject on your power distribution, on your
15 telephone poles or your electric lines. Who pays for
16 that?

17 CHARLOTTE EMERY: Can you repeat that? Who
18 pays --

19 UNIDENTIFIED MALE 17: Are your
20 transmission of the power coming in, your electrical,
21 the lines, and the poles, who pays for that?

22 CHARLOTTE EMERY: So the vast majority
23 transmission lines our customers pay for that, so the
24 transmission, all of the investments that go to that,
25 that is included in our -- what I would call -- it's

1 called a revenue requirement. And, so that is a --
2 essentially, a calculation on how the Missouri
3 Commission determines the rates that we're -- we're
4 allowed to charge customers.

5 UNIDENTIFIED MALE 18: Taxpayers pay for
6 it.

7 CHARLOTTE EMERY: Customers pay for that.

8 UNIDENTIFIED MALE 18: Yes. And then on
9 your meters, you charge a fee every month. Well,
10 that's your meter. It's been paid for already, and
11 you're using it to charge us a rate on electrical. So
12 we're being charged like 22 to \$40 a month on a meter.

13 CHARLOTTE EMERY: So the meter rate or the
14 meter charge, whether that's on the -- I'm going to go
15 with the electric side. Right now, I think it's \$13 a
16 month for a residential customer. That particular
17 design -- it's called a rate design. And I'll try to
18 boil it down to be fairly simple, but there is --
19 okay. So there is a revenue requirement calculation
20 that gets used to determine the amount of (inaudible)
21 it takes to run a Missouri electric utility. From
22 that point, you take that number, you divide it, and
23 allocate it out to all (inaudible) that are provided.
24 So whether that's a residential class, a commercial
25 class, an industrial class, so on and so forth. From

1 that point on, you then propose a rate design that
2 allocates a cost to each one of those residential
3 customers. And this -- in this particular case, that
4 rate design is then further divided between a fixed
5 charge, and then a volume metric charge. The
6 13-dollar charge is a fixed charge. And then the
7 kilowatt hours is volume metric. It is all designed
8 at the end of the day to essentially collect the
9 dollars that has been allocated to that class of
10 customers which has been approved by the Commission
11 for the company to get that revenue from that
12 particular class of customers.

13 UNIDENTIFIED MALE: So it's not really --
14 although, sometimes it's called a meter charge, it's
15 not really a charge just for the meter. It's an
16 amount that they're getting as a minimum monthly
17 amount that's separate from the amount they're getting
18 for the volume metric usage. So with water, so
19 simpler rate design, generally speaking, I'm starting
20 with, okay, the fixed cost, the cost the company has
21 every month no matter what, no matter how much water
22 they make. I will start with that in the customer
23 charge, the monthly minimum charge. I'll start with
24 the amounts that vary depending on how much water they
25 produce, like electricity, chemicals, some of the

1 operations and such, I'll start with that, and the
2 volume metric charge. Rate design then becomes an
3 art.

4 Okay. You can get some really crazy
5 lopsided numbers with some company situations, if you
6 just do it as simple as that. Also, if you put too
7 much in that minimum monthly charge, it takes away
8 control of your bill. You can't say, hey, times are
9 tough, I'm going to use less and try to get my bill
10 down, if you have it all in that fixed monthly cost.
11 So we try to find a balance to where we recover more
12 money (inaudible) to give customers more of that
13 control, but in all the rate designs I've seen, you
14 have some amount that is a -- a monthly charge whether
15 that's gas or electric or water or sewer.

16 TIM WILSON: I'll take it a step further.
17 You know, this whole operation, hundreds of millions
18 of dollars, billions of dollars; right? That go into
19 it. Coal plants, wind farms, solar farms, all of it,
20 your meters, the lines, all of that's got to be
21 recovered. Now, we can't just bill that to you
22 immediately. Well, nobody would be able to afford
23 that. These are lumpy investments that need to be
24 paid off over decades. And they are. Like, the
25 amount of -- of auditing, the bookkeeping that goes in

1 place here, the -- the oversight -- the regulatory
2 oversight, it's intense. But how we design those
3 rates matter.

4 So I mean, think of -- the best way I
5 explain to -- is like think of it going to eating
6 food. If you go to a buffet; right? You might pay a
7 little bit more, but you're going to eat; right?
8 You're going to eat as much as you can. Now, the
9 problem with that is, you're going to put on a lot of
10 calories if you're going to a buffet all the time.
11 Well, if we charge your electricity the same way, we
12 just said, hey, lump fee of 150 bucks, use as much as
13 you want; right? You're going to use a lot. The --
14 now immediately that might be a good thing, but over
15 the long run, if everybody's using as much as they
16 want, all they want, what's going to happen, well,
17 we're going to have to build more power plants. And
18 more power plants to beat -- and that's going to take
19 additional cost, and it builds up. So it is a
20 balancing act of -- on one hand making sure this
21 company gets enough money to run and operate because
22 if they come short, if they fall below, they're not
23 able to meet their creditors, then they get
24 downgraded, and then it becomes more expensive for
25 them to get money from investors. And that -- and

1 those are costs that just get passed on to you, so.
2 I'm not defending the company. You know, here, like,
3 quite frankly, this is just how it works, and we -- it
4 is a balancing act with it. So that's probably more
5 information than you wanted, but there you go.

6 RICK DAUGHERTY: Yes. I've heard this song
7 and dance before. On my bill, I live at -- I have a
8 business in Marionville, and I called your company up
9 and told them to remove the meters because I'm redoing
10 the whole thing. And this was back in August. Ten
11 months. And I've been fighting with you guys to come
12 out and remove the meters. They -- I talked to the
13 gentleman out there, and he said -- he pulled up the
14 work order, and the guy told me the guy's name, and
15 yes, he spoke to me about pulling the meters, but they
16 never did, and my bill keeps going. I shut everything
17 down inside. I've got three meters. I don't need
18 three meters. And I've been trying to get
19 information, and I'm not getting any information. And
20 they keep billing me. Now, on these three meters,
21 everything shut off. So how can I be generating
22 electrical? Why -- why am I still getting bills? And
23 I shut the water off myself.

24 TIM WILSON: When did this start for you?

25 RICK DAUGHERTY: Last --

TIM WILSON: Last August?

RICK DAUGHERTY: Yeah. And they will not listen to me, and when I get a little angry on the phone, the lady told me, well, you can go someplace else. Where am I going to go?

CANDICE KELLY: Do you -- you said -- my apologies. You spoke to somebody out here?

RICK DAUGHERTY: Yes, I did.

CANDICE KELLY: But may I get your information as well, please? Do you mind giving me your name and address?

UNIDENTIFIED FEMALE 16: [REDACTED] (inaudible), [REDACTED]. We haven't had electricity on there since August, and we're at a point now we're just not going to pay the bill.

RICK DAUGHERTY: Yeah. I quit paying. And we haven't had anything on since August of last year.

TIM WILSON: Have you guys paid anything between August and -- and now?

RICK DAUGHERTY: I'm not going to pay. If I can't get no satisfaction from these people --

TIM WILSON: Yeah.

RICK DAUGHERTY: -- I'm not paying.

TIM WILSON: Well, you're not using anything.

1 RICK DAUGHERTY: I'm not using anything.

2 GEOFF MARKE: Right.

3 RICK DAUGHERTY: And they keep saying,
4 well, they're trying to use verbiage, and they're
5 saying, well, maybe you didn't say the right word.
6 Come out and disconnect it. I said, if you pull the
7 meter, it's disconnected. You know, I've been an
8 electrician for 40 years.

9 TIM WILSON: Yeah.

10 RICK DAUGHERTY: So I know how it works.
11 So if I ask somebody to do something, I mean, for them
12 to do it, I'm 67 years old. I was taught a long time
13 ago when my grandpa asked me to do something, I best
14 do it. And me cutting off your money, you best take
15 the meters out.

16 CANDICE KELLY: And the meters are still at
17 the property?

18 RICK DAUGHERTY: They're still there.
19 Everything's shut down inside.

20 CANDICE KELLY: And it was --

21 RICK DAUGHERTY: Waterlines are shut down,
22 and you're still charging me for water.

23 CANDICE KELLY: And just for my
24 clarification, it was a request to turn off and remove
25 the service, not -- not just a temporary.

1 RICK DAUGHERTY: -- not going to use
2 verbiage and not going to twist it a little bit.

3 CANDICE KELLY: No. I'm just trying to --

4 RICK DAUGHERTY: Take the meters out.

5 CANDICE KELLY: Yes.

6 RICK DAUGHERTY: Take the meters out. It's
7 not that hard. You come out, you clip a wire, you
8 take the ring off of it, you pull the meter.

9 UNIDENTIFIED FEMALE 15: (Inaudible) on.

10 CANDICE KELLY: It's both of these
11 addresses?

12 RICK DAUGHERTY: I turned all the breakers
13 off.

14 CANDICE KELLY: You gave me 4 --

15 RICK DAUGHERTY: There's nothing on.

16 CANDICE KELLY: Okay. Thank you.

17 UNIDENTIFIED FEMALE 15: (Inaudible).

18 TIM WILSON: Sir, can we get your name
19 again?

20 RICK DAUGHERTY: Rick Daugherty. I think I
21 talked to you earlier.

22 TIM WILSON: You did.

23 RICK DAUGHERTY: Yeah. I think you left
24 the stuff in there, and you're not going to do
25 anything, so you can keep charging me. For something

1 that I'm not using.

2 TIM WILSON: To be clear, are you an
3 electric and water?

4 RICK DAUGHERTY: I turned it off outside.
5 The water, I turned it off at -- at the meter. And
6 then a guy come out eight days ago, and say, we're out
7 here to turn your water off. I said, it's been off.
8 I took him out there. I pulled the manhole cover. I
9 showed, I mean, that it was off. And he said, well, I
10 don't know. He said, all we're supposed to do is, put
11 a lock on it. Knock yourself out. You know, you can
12 put a lock on it if you want. But it's been off. And
13 it's off on the incoming side and on the outgoing
14 side.

15 TIM WILSON: No. I appreciate the
16 information. I just want to be clear. Are you saying
17 pull electric meters or water meters or both?

18 RICK DAUGHERTY: I didn't say anything
19 about the water meter. I already shut the water off.
20 I don't need three meters. And of course, then they
21 informed me out there I got four meters. And I don't
22 even know the fourth meter. I've got -- yeah. And
23 they're charging me, like you said, the surcharge, and
24 you know, you can run down that road a long way around
25 it. It's just the point I asked for a service to be

1 disconnected by pulling the meter. Because I'm not
2 going to use three meters when I can only use
3 one meter. And I'm refurbishing the whole building,
4 and it's been off since August. And how am I getting
5 a bill? And it just keeps -- keeps going. Keeps
6 adding up. Now I'm up to \$2,800. Yeah.

7 TIM WILSON: When we get more information,
8 can we send someone out tomorrow?

9 CANDICE KELLY: Yeah. I'm going to have to
10 look at it and see.

11 TIM WILSON: Okay.

12 RICK DAUGHERTY: I asked somebody to come
13 out and talk to me. They've got it on your computer.
14 And -- and they have his name, and it shows right
15 there, and then they say, well, we're going to have to
16 go back and get the recordings.

17 TIM WILSON: Well, it's on us at this point
18 to -- to come through on our end of the bargain, and
19 we need to do everything we can to get someone out
20 there as soon as possible.

21 GEOFF MARKE: Thank you.

22 UNIDENTIFIED MALE 18: I've been around
23 Empire practically all my life. My sister worked at
24 the office down on Main Street when it was on Main
25 Street, and you could go down there, and you could pay

1 your bill. And you didn't have to worry about how you
2 were getting it paid because you got a little bill,
3 and you tore half of it off, and they kept half, and
4 you kept half. And you were satisfied.

5 Now where do you go to pay the bill? We
6 haven't got a bill, but one since January. My wife
7 just talked to the people in here. They say they've
8 been sending the bills out. We haven't received them.
9 I never passed a bill in my life that I didn't pay for
10 if I had it. If I owed a man a dime, I'd walk 10-mile
11 to pay it. But I expect the same in return. I think
12 we should have an explanation as to why we have not
13 received a bill for -- we're still getting usage,
14 water and electricity. But we're not getting a bill
15 to pay for it. I don't expect a big -- like,
16 everybody's talking big money. I don't expect to get
17 a bill for a big sum because it's not my fault that we
18 haven't received bills. Because they would have
19 greatly been paid. I just don't understand it. And a
20 while ago the mention was, Empire is still -- Empire
21 is still here. It's not really. I'll go back to the
22 little office on Main Street, which my sister worked
23 in, and she worked many years there to her retirement.
24 And I would go down there when I was a little shaver.
25 My dad bring me to town, and he'd take me down there

1 while he did his business in town. There was three
2 main guys on the water department with a fourth.
3 There was two ladies, and one man in the office. And
4 it was a very slim crew, but they did the business for
5 Aurora right there in that little office, then they
6 grew and moved down on the -- by the depot -- well,
7 it's not Empire anymore. I don't guess we have
8 anything in Empire in Aurora. And I'm sad to say,
9 because I don't care how long Liberty works at it,
10 they'll never fill the shoes of Empire. Never.

11 UNIDENTIFIED MALE 19: (Inaudible).

12 UNIDENTIFIED FEMALE 16: Question. It's an
13 investor-owned utility. They owned it before it was
14 sold to Liberty Utility. I mean, Liberty.

15 TIM WILSON: It was its own investor, its
16 own utility. So investors, they've invested into the
17 Empire District Electric Company. It was singly and
18 wholly owned that way.

19 UNIDENTIFIED FEMALE 17: (Inaudible)
20 Liberty (inaudible) supposed to be started in 2016 or
21 something, and the finalization was 2017.

22 TIM WILSON: January 1st, '17, correct.

23 UNIDENTIFIED FEMALE 17: Was Liberty coming
24 in (inaudible) corporations, things would be
25 (inaudible) Missouri (inaudible) corporation papers

1 back even in (inaudible).

2 TIM WILSON: They were filing papers.

3 CHARLOTTE EMERY: I might jump in. Liberty
4 has other properties. You have the Empire District
5 Electric Company. You also have Midstates Gas
6 which -- and, so that is likely what you're seeing
7 from back -- back in those times. And you also have
8 the -- I'll -- they were also purchasing some water
9 companies way back in 2006, if my mEmery serves me
10 right.

11 UNIDENTIFIED FEMALE 17: (Inaudible) and
12 then they didn't keep them up. If you -- I mean, if
13 you look on the -- and this may not be correct,
14 because I think it goes back to 2017, on the public
15 (inaudible) they have an organizational chart
16 (inaudible) of all these different corporations. Do
17 you have an updated organizational chart?

18 TIM WILSON: Do you mean a map, ma'am? The
19 service map? Or the affiliate breakdown?

20 UNIDENTIFIED FEMALE 17: (Inaudible) at the
21 top, then it comes down to Canada --

22 TIM WILSON: So we -- yes. Yep. Yep.

23 UNIDENTIFIED FEMALE 17: It comes down and
24 lists --

25 TIM WILSON: All the affiliates, uh-huh.

1 UNIDENTIFIED FEMALE 17: And Liberty
2 (inaudible).

3 DIANA CARTER: The Empire District Electric
4 company, for example, is a Kansas corporation that is
5 registered to do business in Missouri. Also
6 registered to do business in Arkansas, Oklahoma, et
7 cetera.

8 UNIDENTIFIED FEMALE 17: That was
9 (inaudible) in two counties, I believe, in Kansas
10 maybe, two in Oklahoma, maybe one in Arkansas or
11 something. Are they -- I know this is not a rate
12 meeting, but are they all (inaudible).

13 DIANA CARTER: The Empire District Electric
14 Company.

15 UNIDENTIFIED FEMALE 17: (Inaudible) has
16 nothing to do with those counties that are
17 (inaudible).

18 DIANA CARTER: They do. We're regulated.
19 We're regulated by the KCC, the Kansas Corporation
20 Commission.

21 UNIDENTIFIED FEMALE 17: (Inaudible) they
22 have their rates in those states.

23 DIANA CARTER: Yes.

24 GEOFF MARKE: My understanding is, there's an
25 investigation going on in each one of those states.

1 UNIDENTIFIED FEMALE 17: Okay. (Inaudible)
2 meeting, so.

3 DANIELLE: Hi. My name is Danielle. I'm
4 sure you've heard me a couple of times out there.
5 Thank you for being here and listening to everybody.
6 I do want to commend you for all the work you did when
7 the storms came through and also providing water for
8 people. That was great. And very much needed for
9 some people around here.

10 First thing, on our bills, that storm
11 costs, can you explain why sometimes that pops up more
12 than once on a bill?

13 CHARLOTTE EMERY: So the Storm Uri and
14 Asbury?

15 DANIELLE: Yes. So some bills it will be
16 on there only once, and then a couple bills we'll get
17 it on there, and it'll charge twice and at two
18 different rates.

19 TIM WILSON: Really?

20 DANIELLE: Yes. I believe my -- it might
21 be my April bill has two charges on there for that.

22 CHARLOTTE EMERY: Yes. We had a rate
23 change.

24 CANDICE KELLY: So are you referring to
25 just this April invoice is the only time you seen --

1 DANIELLE: There had been one or two prior
2 to that, and I didn't think anything about it. Maybe
3 it was just a mistake. But then I saw it again and
4 wasn't quite sure why it was on there. That's not my
5 bill. That's his, but it's on there, and I'm sure
6 they're the same.

7 CANDICE KELLY: What date is that?

8 TIM WILSON: Well, that's not supposed to
9 be there.

10 CHARLOTTE EMERY: So what I think has
11 happened, if my mEmery serves me right, and we can
12 double check, so we had a new rate filing back in
13 February. And, so what I believe this is doing is, I
14 believe it is prorating the -- a portion of a rate
15 that was -- or the usage that was prior to April 1st,
16 and it looks like it has been -- yeah. Because the
17 billing period here is running 3/19/25 to 4/16/25. So
18 there is different charges associated with that
19 securitization.

20 DANIELLE: Okay. So looking forward
21 because I have yet to receive a bill for this last
22 month.

23 CHARLOTTE EMERY: You should not see a
24 proration of that.

25 DANIELLE: Okay.

1 CHARLOTTE EMERY: But I will tell you,
2 these securitization it -- it is a unique filing, and
3 it -- it requires us every month to go in and evaluate
4 whether or not we're going to be able to make that
5 bond payment. We have to make a bond payment twice a
6 year. One in July. One in January. Every month we
7 go in and evaluate whether or not we can make that
8 bond payment. If we, for whatever reason -- and we
9 are required to do this. If for whatever reason, we
10 do not think that we're going to be able to make that
11 bond payment, we are required to make a tariff filing
12 with the Commission. They review it. So I will tell
13 you, those rates can change quite frequently. They
14 haven't significant -- like, we've changed -- we've
15 put it on the bills, April of '24, I believe the very
16 next -- the next time we changed that rate was
17 December 1st of '24, and then we changed it again on
18 April 1st of 2025.

19 DANIELLE: Oh, okay. And then I had
20 another question. And I know a lot of families had
21 already left. They had babies to take care of. So I
22 am speaking on part of their behalf as well. So you
23 were talking about -- they had brought up when we had
24 (inaudible) daily usage, those people, those families
25 who had lost their food in their fridge or their

1 freezer because they were out for three or four days,
2 in order to -- and a lot of our families are low
3 income, so they have EBT, SNAP, whatever you want to
4 say, in order to possibly get that funds back. They
5 would need to know -- we have to ask you. The -- we
6 need proof.

7 CANDICE KELLY: You have to provide proof
8 to the insurance or to --

9 DANIELLE: Yes. Well, whenever we go in to
10 do that, it showed Liberty -- they talked to Liberty,
11 then said that it does not show that we were out of
12 any power. And that -- now, my next step into other
13 families next step would be to contact somebody and
14 get it written on a letterhead from Liberty. So how
15 would these families go about doing that? If --
16 because, I mean, there are -- there are a lot of
17 families that have a lot of babies. So do you have
18 any idea of how -- because, I mean, it's hard enough
19 to get through customer service as it is because.

20 UNIDENTIFIED MALE 20: Sorry. They have no
21 proof because it showed that you had charge -- you
22 were using electricity.

23 TIM WILSON: I totally get it. We had
24 several customers call in, and Joey's pulled the
25 actual meter data to -- for those customers to show.

1 It shows this, and then down for three days, and then
2 back up, and we provided snapshots of their actual
3 meter usage, not from the data interface but actual
4 meter data usage. And that sufficed for those
5 customers.

6 DANIELLE: So we would need to contact him
7 personally or how would they go about that? Because
8 there are many families --

9 UNIDENTIFIED MALE 21: (Inaudible) they
10 know that.

11 DANIELLE: Yeah.

12 CANDICE KELLY: They need to contact
13 customer service and --

14 DANIELLE: Yeah.

15 CANDICE KELLY: -- about the issues that
16 they have, and we can get that information, but the
17 manager of the contact center is right back here in
18 the back of the room, and she is -- obviously, we've
19 talked to customer service, and we've had customers
20 that have received the information that they have
21 requested, so. I -- I know you don't want to hear to
22 have them call customer service, but.

23 DANIELLE: Yeah. Because -- same with
24 everybody else. I've had issues with the numbers not
25 working, and you can't get through. So, yeah. I

1 mean, that --

2 CANDICE KELLY: Yeah.

3 customer.service@libertyutilities, but I realize that
4 some people don't -- don't want to use the online
5 version.

6 DANIELLE: Hey, it is an option.

7 CANDICE KELLY: It is an option. Yes. And
8 customer.service. If you forget the dot, it won't go
9 through. Customer.service@libertyutilities.com.
10 You're welcome.

11 DANIELLE: I know it's not a rate thing, a
12 rate meeting, but I will tell you, as a low income
13 family, please consider these families. Because I
14 love my town, but if our rate goes up, I am up for
15 putting my house up for sale. Because I will not be
16 able to afford to live here on one income, and I would
17 rather provide a home for my babies and take care of
18 them, and right now I take care of nieces and nephews
19 just to help them out, so. Please, please also think
20 about the families when you come to that.

21 TIM WILSON: Thank you.

22 CHARLOTTE EMERY: I'm going to jump --

23 UNIDENTIFIED MALE 21: You don't have water
24 and electricity, and they shut off (inaudible).

25 CHARLOTTE EMERY: Danielle?

1 DANIELLE: Yeah.

2 CHARLOTTE EMERY: I'm going to have Nate
3 Hackney (phonetic) raise his hand. Okay. So Nate, he
4 is -- actually, all he does is low income. We donate
5 \$600,000 a year to help our customers that are some of
6 our most challenged customers, so. We have programs
7 available to help, and that is his job mostly because
8 of -- that guy right there -- to have an employee
9 that's designated to really help our -- our most
10 challenged customers. And, so I would encourage you.
11 He's a very nice man. He's not scary. But he would
12 be able to help you.

13 DANIELLE: (Inaudible) scary.

14 CHARLOTTE EMERY: Yeah. But he's going to
15 be able to help you. He's helped a lot of our
16 customers, and we really just appreciate you asking
17 and -- and just being -- your kindness actually.

18 TIM WILSON: I agree. It was one thing
19 that I was trying to get in earlier, was our programs
20 that we have and -- and I know we're not here to talk
21 about the case, but even introducing new programs, one
22 called the Fresh Start Program for folks moving
23 forward, so. We -- we take those things very
24 seriously and -- and, so just want you to know that.
25 Thank you.

1 DIANA CARTER: And (inaudible) so
2 definitely go visit.

3 GEOFF MARKE: Anybody else like to speak
4 here?

5 UNIDENTIFIED MALE 22: I just have a
6 question.

7 GEOFF MARKE: Would you mind speaking on the
8 microphone? Thank you.

9 UNIDENTIFIED MALE 22: Yeah. So my
10 question is, I'll just filter down to one question.
11 So is there a certain time of day, let's say
12 (inaudible) between this hour and this hour to charge
13 your car as opposed to this hour and this hour, and if
14 that is true, is there a breakdown that we can see?
15 Like, is there a -- a chart we can look at because
16 that might help us stop yelling at the kids so much
17 about turning off the lights, if we can look at that.

18 CHARLOTTE EMERY: Yeah. So we do have time
19 of use rates. We even actually have EV tariffs, and
20 Joey can help us on that, too. But yes, there is a
21 two cents credit when you use those usage -- I believe
22 the usage is after -- is it after 4:00 o'clock? After
23 8:00 o'clock. 8:00 o'clock. Yep.

24 UNIDENTIFIED MALE 22: So after -- I'm
25 sorry. After 8:00 p.m. --

1 CHARLOTTE EMERY: Yep.

2 UNIDENTIFIED MALE 22: -- it goes down?

3 CHARLOTTE EMERY: Yep.

4 UNIDENTIFIED MALE 22: By how much?

5 CHARLOTTE EMERY: Two cents.

6 UNIDENTIFIED MALE 22: Two cents per --

7 CHARLOTTE EMERY: Kilowatt hour.

8 UNIDENTIFIED MALE 25: Kilowatt hour.

9 Okay. And that's for anything?

10 CHARLOTTE EMERY: Yes.

11 UNIDENTIFIED MALE 22: Okay. Awesome. Is
12 there any way we can get that readily accessible? Is
13 that just the only criteria?

14 CANDICE KELLY: It is on our website.

15 UNIDENTIFIED MALE 22: Okay. Awesome.

16 CANDICE KELLY: Again, so on the website,
17 under customer service, it'll say something about
18 rates and all that information will be in there.

19 UNIDENTIFIED MALE 22: Right on. Okay.

20 CANDICE KELLY: Time choice. You have to
21 have the time choice rate. Yes.

22 TIM WILSON: So -- so can we get his
23 information and make sure he is enrolled in that
24 program because that's what we want is for people to
25 enroll in those programs. And, so we need -- so he

1 can stop yelling at the kids.

2 CANDICE KELLY: Kelly, will you get his
3 contact information and make sure --

4 UNIDENTIFIED MALE 22: Is there any
5 other -- is there any other tips and tricks from the
6 inside that you can give us besides those little
7 things you send out for energy, you know, save
8 anything?

9 TIM WILSON: Energy efficiency, yeah.

10 UNIDENTIFIED MALE 22: Yeah.

11 CHARLOTTE EMERY: Watch the heating strips.

12 TIM WILSON: Yeah. Watch the heating
13 strips in the winter. That really makes a big impact.
14 It -- it escalates (inaudible) significantly whenever
15 your heat strips kick on. Sometimes you can't help
16 it. I also burn wood. So that -- that helps me as
17 well.

18 UNIDENTIFIED MALE 22: Okay.

19 TIM WILSON: I appreciate the questions,
20 man.

21 UNIDENTIFIED MALE 22: Appreciate it.

22 UNIDENTIFIED MALE 23: Heat pump, heat
23 strips (inaudible) we see.

24 UNIDENTIFIED MALE 22: Okay. Well, I
25 appreciate the answers. Thank you.

1 CANDICE KELLY: I just want to take a
2 second. I know that honestly it's not easy to sit up
3 here and listen to all the customer service issues.
4 We know we have work to do. We don't like where we
5 are. I don't as a customer service person. I've been
6 in customer service with Empire for 19 years, and I do
7 not like where we're at today. And we know we have
8 work to do. We've come a long way over the last year.
9 But we're not done yet. We're going to get things
10 turned around. We're going to get things fixed. And
11 I know we have a long way to build that confidence.
12 But I want you to know from my heart that we hear you.
13 And that's why we're here. So thank you for coming up
14 and talking. I know it's not easy for some of you to
15 do that either. So I appreciate it.

16 KIM BOLIN: Really informant, and we'll
17 keep this all in mind during our investigation.

18 GEOFF MARKE: Thank you.

19 UNIDENTIFIED FEMALE 18: I've called
20 customer service (inaudible) rates (inaudible).

21 (Inaudible conversation.)

22 UNIDENTIFIED FEMALE 18: Don't take
23 anything personally.

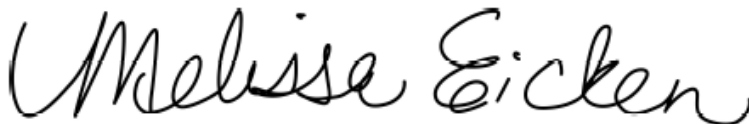
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