

1 THE COURT: It is 1:28 p.m. The
2 Commission has set aside this time for a
3 procedural conference in the case captioned
4 as, in the matter of the small company rate
5 increase for Raytown Water Company, and that
6 is case number WR-2025-0294.

7 My name is John Clark, I'm the regulatory
8 law judge overseeing this matter, and I'm
9 going to begin by asking attorneys of record
10 to make their entry for the record. Starting
11 with Raytown Water Company. And is Raytown
12 represented by an attorney, or are they self-
13 represented at this point?

14 MS. THOMPSON: At this point -- at this
15 point self-represented.

16 THE COURT: That's all I need to know
17 then. From the Commission Staff?

18 MS. ASLAN: Casey Aslan for Commission
19 Staff.

20 THE COURT: The Office of Public Counsel?

21 MR. CLIZER: John Clizer.

22 THE COURT: Thank you, Mr. Clizer. That
23 I believe is everybody. I don't believe there
24 are any intervenors in this staff-assisted
25 rate case. Is that correct?

1 MR. CLIZER: To my knowledge.

2 THE COURT: Thank you for meeting on
3 short notice. And I'm sure you may be
4 wondering what this is about. I had received
5 information from my legal assistant that a
6 customer had received notice in regard to the
7 local public hearing and noticed that it said
8 Blue Ridge Parkway instead of Blue Ridge
9 Cutoff, and I looked at the order and that is
10 in fact what it says.

11 That is 100 percent my fault. I am not
12 attempting to send people to the famous Blue
13 Ridge Smoky Mountains, Scenic Drive. Well, I
14 don't think there's going to be any confusion
15 over that, I am concerned that there might be.
16 And so I kind of wanted to get the parties'
17 take on this before I figure out where to go
18 on from here. So I will let the parties weigh
19 in, starting with Raytown Water.

20 MS. THOMPSON: I don't think that there'd
21 be too much confusion if they put in the
22 address and Google it. A lot of people know
23 where the Knights of Columbus building is, so.

24 THE COURT: And I saw that. And there's
25 nothing else that comes up if you Google the

1 address for Blue Ridge Parkway other than the
2 Knights of Columbus. But like I said, that is
3 an error by me and that is on the wrong --
4 that is the wrong address. Staff?

5 MS. ASLAN: I don't have any immediate
6 concern, but there are several Staff members
7 on the call if they have any thoughts.

8 THE COURT: Well, if they want to weigh
9 in, they're welcome to and they can let me
10 know by raising their hands. And I'll move on
11 to Public Counsel. Public Counsel?

12 MR. CLIZER: Really quick. I have a
13 question for Raytown, what exactly is the
14 status of the mailing notice? It was my
15 understanding that you anticipated mailing out
16 the notice as part of the next round of bills,
17 does that mean that all notices have gone out
18 at this point or?

19 MS. THOMPSON: No. Only 50 percent have
20 gone out so far.

21 MR. CLIZER: Have the other 50 percent
22 been printed, and would it be remotely
23 possible to at least amend the address on the
24 remaining 50 percent that haven't been mailed
25 yet?

1 MS. THOMPSON: Yes. Well, part of them
2 has been printed because mailing will be going
3 out here by Wednesday, but we can reprint
4 them.

5 MR. CLIZER: Have you printed all the
6 remaining ones or is it just the next batch?

7 MS. THOMPSON: No. Just the next batch.

8 MR. CLIZER: So at a very minimum, the
9 last possible batch that hasn't even been
10 printed yet it would make sense to at least
11 change the address there, because that would
12 cost nothing, right?

13 MS. THOMPSON: Correct.

14 MR. CLIZER: Right. So that's at least
15 one thing. And then, do you have an estimate
16 of what the cost would be to reprint the
17 current batch that's printed, but not yet
18 mailed?

19 MS. THOMPSON: No, it's about 1,600
20 copies that we would need to print, so.

21 MR. CLIZER: Probably estimating what,
22 like 5 cents or 25 cents a copy?

23 MS. THOMPSON: Correct, because they are
24 in color.

25 MR. CLIZER: They are color even, so

1 definitely closer to 25 cents a copy at least,
2 I'm going to guess. Somebody correct me if
3 they think differently.

4 THE COURT: No. That sounds right.
5 You're asking a lot of the questions I wanted
6 to know the answer to.

7 MR. CLIZER: So, you said what, you said
8 1,600 or 16,000?

9 MS. THOMPSON: 1,600.

10 THE COURT: 1,600.

11 MR. CLIZER: Hang on, I put an extra zero
12 in there. It's like, it can't be \$40, that's
13 not right. I have that close to like \$400.
14 Yeah, at least, probably.

15 MS. THOMPSON: Right.

16 MR. CLIZER: I don't know. It clearly
17 specifies the Knights of Columbus, right?

18 THE COURT: It does. It says, "A local
19 public hearing is scheduled to begin at 6:00
20 p.m. on September 22nd, 2025, at the Knights
21 of Columbus Hall, 5101 Blue Ridge Parkway,
22 Kansas City, Missouri, 64133." That's what it
23 says.

24 MR. CLIZER: I --

25 THE COURT: And there is no Blue Ridge

1 Parkway in Kansas City or Raytown. There is a
2 Blue Ridge Cutoff and a Blue Ridge Boulevard.

3 MR. CLIZER: -- and I just Googled
4 Knights of Columbus, Raytown. Yeah, I found
5 the address. I think that there's a problem,
6 honestly. I should probably verify with the
7 Public Counsel just in case he has a strong
8 opinion on this. But I would, at least my
9 initial blusters, I don't think I would
10 necessarily have a problem. Although I would
11 like to see the addresses changed on that last
12 one before they get printed, obviously.

13 MR. GATELEY: Judge Clark, if I may.

14 THE COURT: Go ahead, Mr. Gateley.

15 MR. GATELEY: Chiki, what methods do you
16 guys use to communicate with folks if you
17 have, like, a boil advisory and such?

18 MS. THOMPSON: Depending on how vast of a
19 area it is, initial would be door-to-door,
20 door notes. Second would be also through our
21 website, posting it on our website. And
22 really that's the two main thing. Or if
23 necessary, if it's a large area it'd be on the
24 local news.

25 MR. GATELEY: I was curious about if you

1 guys did email blasts or if you had a reverse-
2 text messaging or something like that,
3 alternative methods to how you can communicate
4 this correction. But certainly, if you could
5 put it on the website that would help.

6 Or if you happen to know that there were,
7 I don't know, community Facebook groups. If
8 there's somebody who's already formed a group
9 to talk about this rate increase. And that
10 sort of thing tends to happen. If word could
11 get out that way.

12 MR. CLIZER: Yeah, I would second that.
13 If you could put it on the website that would
14 help a lot. Also, does anybody from Staff know
15 -- I know that Mr. Gossett on behalf of Staff
16 has been putting forward a lot more efforts to
17 kind of do local outreach to various
18 television stations and whatnot. Have those
19 already gone out, and is there a possibility
20 that if the PSC does any outreach that they
21 could address the problem?

22 THE COURT: Well, I can answer that to
23 some degree because I did some looking into
24 that. I talked to Mr. Gossett, we had a press
25 release go out initially on this. I don't

1 know what else has been done, but I've talked
2 to Forrest and told him that I might need to
3 issue another press release or something to
4 that effect.

5 MR. CLIZER: Just out of curiosity, and I
6 want to make sure I understand the situation
7 in its entirety when I go talk to my immediate
8 supervisor. What would be the availability of
9 sending out new -- if we had you to mail out
10 new notices, could those be sent in time and
11 received by the 22nd? We're coming up real
12 fast here.

13 MS. THOMPSON: Yeah, I could do a full
14 one-time e-mailing. It would be a singular
15 mailing to everybody.

16 MR. CLIZER: Sorry, was that a written
17 mailing or email?

18 MS. THOMPSON: Written mailing.

19 MR. CLIZER: Written mailing.

20 THE COURT: And I'm assuming that that's
21 going to be relatively expensive.

22 MS. THOMPSON: Yes, since postage went up
23 considerably.

24 MR. CLIZER: Yeah. From the OPC's
25 perspective, I think I'm prepared to kind of

1 stand at this point. I agree that I don't
2 think there should be much confusion. I think
3 that by identifying the Knights of Columbus,
4 we should be able -- for most people,
5 hopefully, should be able to find a way to
6 attend it, at least where I stand right now.
7 If we file something differently, it's because
8 I was told differently.

9 THE COURT: That's understood. Again,
10 this is my mistake and it's 100 percent my
11 mistake, but I wanted to get it out in front
12 of the parties as quickly as possible so that
13 whatever damage I've caused can be mitigated
14 to the degree possible. And I wanted to see
15 where the parties are in.

16 It sounds like the major area of concern
17 is from Public Counsel, and it sounds like
18 what Public Counsel would like at this point
19 is for any mailers that haven't been sent out
20 to go out with the correct address. Is that
21 correct?

22 MR. CLIZER: Definitely the ones that
23 haven't been printed yet. You put me on the
24 spot here, Judge. I'm sorry. I don't know
25 whether or not the other 1,600. I don't know

1 what that cost would be in terms of the total
2 rate case expense at the moment.

3 THE COURT: Well, are we looking at, I
4 believe, \$400 was thrown out before? Is that
5 what we're looking at in the way of an expense
6 for that?

7 MS. THOMPSON: I would say that's a good
8 estimate.

9 MR. CLIZER: To get things moving here,
10 Judge, can I offer that at the moment I think
11 that we're okay. And I will follow up with
12 parties and include you on an email chain if
13 something else arises in the next couple of
14 days if you want to -- I don't know if you
15 want to issue an order that sets a deadline or
16 I can just promise, however you want to handle
17 that.

18 THE COURT: I wasn't going to set an
19 order for a deadline. I, just, am kind of --
20 like I said, I want to come up with a plan and
21 start to execute that plan. If OPC has
22 additional input and needs to file a motion I
23 understand.

24 But at least it sounds like as the first
25 part of a plan that whatever hasn't been

1 printed needs to be corrected to Blue Ridge
2 Cutoff and that the PSC needs to issue a press
3 release letting people know the correct
4 address.

5 MR. CLIZER: Those would definitely be,
6 yeah.

7 THE COURT: So that's what I'm going to
8 do when I get off of here is talk to Mr.
9 Gossett about that after I let the chief judge
10 know everything else in regard to that.
11 Again, I apologize for my mistake there, it's
12 not my intent to cause anybody any extra
13 expense. I'm actually doing what I can to try
14 to avoid any extra expense to the company.

15 If for some reason this is unworkable, I
16 know that there's a 60-day kind of you want to
17 get it out of the way in front of. And I was
18 looking at the Staff-assisted rate case rules,
19 and I was trying to figure out why that was.

20 And it looks like that most of the Staff-
21 assisted rules are designed to get through to
22 about that day 150, where either a stipulation
23 is submitted or at that time everybody lets me
24 know that there needs to be a hearing and we
25 need to schedule one. So I can't really see a

1 reason for that other than to get it into the
2 earlier half of the rate-making.

3 So if it comes down to it I don't have a
4 problem with the parties waiving that deadline
5 and setting a local public hearing further out
6 and scrubbing this one if we have to.

7 Obviously, I'd like to keep this one as we
8 have it, it is within the 60-day timeline.

9 But I also don't want to show up to a
10 hall of crickets, so. With that in mind,
11 Raytown, on the ones that haven't been
12 printed, you'll change the address on those
13 before they go out?

14 MS. THOMPSON: Absolutely.

15 THE COURT: And we will issue a press
16 release with the correct address.

17 MS. THOMPSON: Okay.

18 THE COURT: That's all for me. Is there
19 anything that any of the parties wanted to
20 offer? All right. Thank you for your time.
21 And OPC, I'll watch for something for you in
22 the next couple days --

23 MR. CLIZER: All right.

24 THE COURT: -- (indiscernible) necessary.

25 MS. THOMPSON: Thank you, Judge.

1 THE COURT: Thank you. We're adjourned.

2 MS. THOMPSON: That was sweet.

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6 (End of audio recording.)

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IN WITNESS THEREOF, I have hereunto set
my hand this 16th day of September, 2025.



Ann Njeri

\$	A	amend 4:23	24 12:18,23	10:11 11:24 13:9
\$40 6:12	able 10:4,5	another 9:3	attempting 3:12	by 2:9,12 4:3, 10 5:3 9:11 10:3
\$400 6:13 11:4	about 3:4 5:19 7:25 8:9 12:9,22	answer 6:6 8:22	attend 10:6	
1	Absolutely 13:14	anticipated 4:15	attorney 2:12	C
1,600 5:19 6:8,9,10 10:25	actually 12:13	any 2:24 3:14 4:5,7 8:20 10:19 12:12, 14 13:19	attorneys 2:9	call 4:7
100 3:11 10:10	additional 11:22	anybody 8:14 12:12	audio 14:6	captioned 2:3
150 12:22	address 3:22 4:1,4,23 5:11 7:5 8:21 10:20 12:4 13:12,16	anything 13:19	availability 9:8	case 2:3,6,25 7:7 11:2 12:18
16,000 6:8	addresses 7:11	apologize 12:11	avoid 12:14	Casey 2:18
1:28 2:1	adjoined 14:1	area 7:19,23 10:16	B	cause 12:12
2	advisory 7:17	arises 11:13	batch 5:6,7,9, 17	caused 10:13
2025 6:20	after 12:9	as 2:4 4:16 10:12 11:24 13:7	because 5:2, 11,23 8:23 10:7	causes 5:22 6:1
22nd 6:20 9:11	Again 10:9 12:11	aside 2:2	before 3:17 7:12 11:4 13:13	certainly 8:4
25 5:22 6:1	agree 10:1	asking 2:9 6:5	begin 2:9 6:19	chain 11:12
5	ahead 7:14	Aslan 2:18 4:5	behalf 8:15	change 5:11 13:12
5 5:22	all 2:16 4:17 5:5 13:18,20, 23	assistant 3:5	believe 2:23 11:4	changed 7:11
50 4:19,21,24	already 8:8,19	assisted 12:21	bills 4:16	chief 12:9
5101 6:21	also 7:20 8:14 13:9	assuming 9:20	blasts 8:1	Chiki 7:15
6	alternative 8:3	at 2:13,14 3:9 4:18,23 5:8, 10,14 6:1,14, 19,20 7:8 10:1,6,18 11:2,3,5,10,	Blue 3:8,12 4:1 6:21,25 7:2 12:1	City 6:22 7:1
60-day 12:16 13:8	Although 7:10		boil 7:17	Clark 2:7 7:13
64133 6:22			blusters 7:9	clearly 6:16
6:00 6:19			Boulevard 7:2	Clizer 2:21,22 3:1 4:12,21 5:5,8,14,21, 25 6:7,11,16, 24 7:3 8:12 9:5,16,19,24 10:22 11:9 12:5 13:23
			building 3:23	close 6:13
			but 4:2,6 5:3, 17 7:8 8:4 9:1	

<p>closer 6:1</p> <p>color 5:24,25</p> <p>Columbus 3:23 4:2 6:17, 21 7:4 10:3</p> <p>come 11:20</p> <p>comes 3:25 13:3</p> <p>coming 9:11</p> <p>Commission 2:2,17,18</p> <p>communicate 7:16 8:3</p> <p>community 8:7</p> <p>company 2:4, 5,11 12:14</p> <p>concern 4:6 10:16</p> <p>concerned 3:15</p> <p>conference 2:3</p> <p>confusion 3:14,21 10:2</p> <p>considerably 9:23</p> <p>copies 5:20</p> <p>copy 5:22 6:1</p> <p>correct 2:25 5:13,23 6:2 10:20,21 12:3 13:16</p> <p>corrected 12:1</p> <p>correction 8:4</p>	<p>cost 5:12,16 11:1</p> <p>could 8:4,10, 13,21 9:10,13</p> <p>Counsel 2:20 4:11 7:7 10:17,18</p> <p>couple 11:13 13:22</p> <p>COURT 2:1, 16,20,22 3:2, 24 4:8 6:4,10, 18,25 7:14 8:22 9:20 10:9 11:3,18 12:7 13:15, 18,24 14:1</p> <p>crickets 13:10</p> <p>curiosity 9:5</p> <p>curious 7:25</p> <p>current 5:17</p> <p>customer 3:6</p> <p>Cutoff 3:9 7:2 12:2</p> <hr/> <p>D</p> <hr/> <p>damage 10:13</p> <p>day 12:22</p> <p>days 11:14 13:22</p> <p>deadline 11:15,19 13:4</p> <p>definitely 6:1 10:22 12:5</p> <p>degree 8:23 10:14</p>	<p>Depending 7:18</p> <p>designed 12:21</p> <p>differently 6:3 10:7,8</p> <p>doing 12:13</p> <p>done 9:1</p> <p>door 7:20</p> <p>door-to-door 7:19</p> <p>down 13:3</p> <p>Drive 3:13</p> <hr/> <p>E</p> <hr/> <p>e-mailing 9:14</p> <p>earlier 13:2</p> <p>effect 9:4</p> <p>efforts 8:16</p> <p>either 12:22</p> <p>else 3:25 9:1 11:13 12:10</p> <p>email 8:1 9:17 11:12</p> <p>end 14:6</p> <p>entirety 9:7</p> <p>entry 2:10</p> <p>error 4:3</p> <p>estimate 5:15 11:8</p> <p>estimating 5:21</p> <p>even 5:9,25</p>	<p>everybody 2:23 9:15 12:23</p> <p>everything 12:10</p> <p>exactly 4:13</p> <p>execute 11:21</p> <p>expense 11:2, 5 12:13,14</p> <p>expensive 9:21</p> <p>extra 6:11 12:12,14</p> <hr/> <p>F</p> <hr/> <p>Facebook 8:7</p> <p>fact 3:10</p> <p>famous 3:12</p> <p>far 4:20</p> <p>fast 9:12</p> <p>fault 3:11</p> <p>figure 3:17 12:19</p> <p>file 10:7 11:22</p> <p>find 10:5</p> <p>first 11:24</p> <p>folks 7:16</p> <p>follow 11:11</p> <p>for 2:2,5,10, 18 3:2 4:1,13 10:4,19 11:6, 19 12:11,15 13:1,18,20,21</p> <p>formed 8:8</p>	<p>Forrest 9:2</p> <p>forward 8:16</p> <p>found 7:4</p> <p>from 2:17 3:5, 18 8:14 9:24 10:17</p> <p>front 10:11 12:17</p> <p>full 9:13</p> <p>further 13:5</p> <hr/> <p>G</p> <hr/> <p>Gateley 7:13, 14,15,25</p> <p>get 3:16 7:12 8:11 10:11 11:9 12:8,17, 21 13:1</p> <p>go 3:17 7:14 8:25 9:7 10:20 13:13</p> <p>going 2:9 3:14 5:2 6:2 9:21 11:18 12:7</p> <p>gone 4:17,20 8:19</p> <p>good 11:7</p> <p>Google 3:22, 25</p> <p>Googled 7:3</p> <p>Gossett 8:15, 24 12:9</p> <p>group 8:8</p> <p>groups 8:7</p>
---	---	--	---	---

guess 6:2	immediate 4:5 9:7	it'd 7:23	last 5:9 7:11	major 10:16
guys 7:16 8:1	in 2:3,4,24	it's 5:19 6:12	law 2:8	make 2:10
<hr/> H <hr/>	3:6,10,19,21	7:23 10:7,10	least 4:23	5:10 9:6
half 13:2	4:9 5:24 6:12	12:11	5:10,14 6:1,	matter 2:4,8
hall 6:21	7:1,7 9:7,10	its 9:7	14 7:8 10:6	me 4:3,9 6:2
13:10	10:11,15	<hr/> J <hr/>	11:24	10:23 12:23
handle 11:16	11:1,5,13	John 2:7,21	legal 3:5	13:18
hands 4:10	12:10,17	judge 2:8 7:13	let 3:18 4:9	mean 4:17
Hang 6:11	13:10,21	10:24 11:10	12:9	meeting 3:2
happen 8:6,	include 11:12	12:9 13:25	lets 12:23	members 4:6
10	increase 2:5	just 5:6,7 7:3,	letting 12:3	messaging
hearing 3:7	8:9	7 9:5 11:16,	like 4:2 5:22	8:2
6:19 12:24	indiscernible	19	6:12,13 7:11,	methods 7:15
13:5	13:24	<hr/> K <hr/>	17 8:2 10:16,	8:3
help 8:5,14	information	Kansas 6:22	17,18 11:20,	mind 13:10
here 3:18 5:3	3:5	7:1	24 12:20 13:7	minimum 5:8
9:12 10:24	initial 7:9,19	keep 13:7	local 3:7 6:18	Missouri 6:22
11:9 12:8	initially 8:25	kind 3:16 8:17	7:24 8:17	mistake
honestly 7:6	input 11:22	9:25 11:19	13:5	10:10,11
hopefully	instead 3:8	12:16	looked 3:9	12:11
10:5	intent 12:12	Knights 3:23	looking 8:23	mitigated
how 7:18 8:3	intervenors	4:2 6:17,20	11:3,5 12:18	10:13
however	2:24	7:4 10:3	looks 12:20	moment 11:2,
11:16	into 8:23 13:1	know 2:16	lot 3:22 6:5	10
<hr/> I <hr/>	issue 9:3	3:22 4:10 6:6,	8:14,16	more 8:16
identifying	11:15 12:2	16 8:6,7,14,	<hr/> M <hr/>	most 10:4
10:3	13:15	15 9:1 10:24,	mail 9:9	12:20
if 3:21,25 4:7,	it 2:1 3:7,10,	25 11:14	mailed 4:24	motion 11:22
8 6:2 7:13,16,	22 4:14,22	12:3,10,16,24	5:18	Mountains
22,23,25 8:1,	5:6,10 6:12,	knowledge	mailers 10:19	3:13
4,6,7,10,13,	16,18,22	3:1	mailing 4:14,	move 4:10
20 9:9 10:7	7:19,21 8:5,	<hr/> L <hr/>	15 5:2 9:15,	moving 11:9
11:12,14,21	13 9:14 10:6,	large 7:23	17,18,19	Mr 2:21,22 3:1
12:15 13:3,6	11,16,17		main 7:22	4:12,21 5:5,8,
	11:24 12:17,			14,21,25 6:7,
	20 13:1,3,8			

11,16,24 7:3, 13,14,15,25 8:12,15,24 9:5,16,19,24 10:22 11:9 12:5,8 13:23 MS 2:14,18 3:20 4:5,19 5:1,7,13,19, 23 6:9,15 7:18 9:13,18, 22 11:7 13:14,17,25 14:2 much 3:21 10:2 my 2:7 3:1,5, 11 4:14 7:8 9:7 10:10 12:11,12	not 3:11 5:17 6:13 10:25 12:12 notes 7:20 nothing 3:25 5:12 notice 3:3,6 4:14,16 noticed 3:7 notices 4:17 9:10 now 10:6 number 2:6	13:11,12 one 5:15 7:12 12:25 13:6,7 one-time 9:14 ones 5:6 10:22 13:11 Only 4:19 OPC 11:21 13:21 OPC's 9:24 opinion 7:8 order 3:9 11:15,19 other 4:1,21 10:25 13:1	parties 3:18 10:12,15 11:12 13:4,19 parties' 3:16 people 3:12, 22 10:4 12:3 percent 3:11 4:19,21,24 10:10 perspective 9:25 plan 11:20,21, 25 point 2:13,14, 15 4:18 10:1, 18 possibility 8:19 possible 4:23 5:9 10:12,14 postage 9:22 posting 7:21 prepared 9:25 press 8:24 9:3 12:2 13:15 print 5:20 printed 4:22 5:2,5,10,17 7:12 10:23 12:1 13:12 probably 5:21 6:14 7:6 problem 7:5, 10 8:21 13:4 procedural 2:3	promise 11:16 PSC 8:20 12:2 public 2:20 3:7 4:11 6:19 7:7 10:17,18 13:5 put 3:21 6:11 8:5,13 10:23 putting 8:16
N	O			Q
name 2:7 necessarily 7:10 necessary 7:23 13:24 need 2:16 5:20 9:2 12:25 needs 11:22 12:1,2,24 new 9:9,10 news 7:24 next 4:16 5:6, 7 11:13 13:22 no 4:19 5:7,19 6:4,25	obviously 7:12 13:7 of 2:4,9,20 3:8,16,22,23 4:2,14,16 5:1, 16 6:5,17,21 7:4,18 8:10, 15,17 9:5,8, 25 10:3,12,16 11:1,5,13,19, 25 12:8,16, 17,20 13:2, 10,19 14:6 off 12:8 offer 11:10 13:20 Office 2:20 on 3:2,17,18 4:3,7,10,23 6:11,20 7:8, 11,18,21,23 8:5,13,15,25 10:23 11:12	our 7:20,21 out 3:17 4:15, 17,20 5:3 8:11,19,25 9:5,9 10:11, 19,20 11:4 12:17,19 13:5,13 outreach 8:17,20 over 3:15 overseeing 2:8	other 4:1,21 10:25 13:1 our 7:20,21 out 3:17 4:15, 17,20 5:3 8:11,19,25 9:5,9 10:11, 19,20 11:4 12:17,19 13:5,13 outreach 8:17,20 over 3:15 overseeing 2:8	question 4:13 questions 6:5 quick 4:12 quickly 10:12
		P		R
		p.m. 2:1 6:20 Parkway 3:8 4:1 6:21 7:1 part 4:16 5:1 11:25		raising 4:10 rate 2:4,25 8:9 11:2 12:18 rate-making 13:2 Raytown 2:5, 11 3:19 4:13 7:1,4 13:11 real 9:11 really 4:12 7:22 12:25 reason 12:15 13:1 received 3:4,6 9:11 record 2:9,10

recording 14:6	scheduled 6:19	somebody 6:2 8:8	T	9,25 10:1,10, 18 12:15 13:6,7
regard 3:6 12:10	scrubbing 13:6	something 8:2 9:3 10:7 11:13 13:21	take 3:17	THOMPSON 2:14 3:20 4:19 5:1,7,13, 19,23 6:9,15 7:18 9:13,18, 22 11:7 13:14,17,25 14:2
regulatory 2:7	second 7:20 8:12	sorry 9:16 10:24	talk 8:9 9:7 12:8	
relatively 9:21	see 7:11 10:14 12:25	sort 8:10	talked 8:24 9:1	
release 8:25 9:3 12:3 13:16	self- 2:12	sounds 6:4 10:16,17 11:24	television 8:18	
remaining 4:24 5:6	self- represented 2:15	specifies 6:17	tends 8:10	those 8:18 9:10 12:5 13:12
remotely 4:22	send 3:12	spot 10:24	terms 11:1	thoughts 4:7
represented 2:12,13	sending 9:9	Staff 2:17,19 4:4,6 8:14,15	text 8:2	through 7:20 12:21
reprint 5:3,16	sense 5:10	Staff- 12:20	than 4:1 13:1	
reverse- 8:1	sent 9:10 10:19	staff-assisted 2:24 12:18	Thank 2:22 3:2 13:20,25 14:1	thrown 11:4
Ridge 3:8,13 4:1 6:21,25 7:2 12:1	September 6:20	stand 10:1,6	that's 2:16 5:14,17 6:12, 22 7:22 9:20 10:9 11:7 12:7 13:18	time 2:2 9:10 12:23 13:20
right 5:12,14 6:4,13,15,17 10:6 13:20,23	set 2:2 11:18	start 11:21	them 5:1,4	timeline 13:8
round 4:16	sets 11:15	starting 2:10 3:19	then 2:17 5:15	to 2:9,10,16 3:1,6,12,14, 16,17 4:8,9, 11,23 5:10, 16,20 6:1,2,6, 13,19 7:11,16 8:3,6,9,10,16, 17,22,24 9:2, 3,6,7,9,15,21, 25 10:5,11, 14,20 11:9, 14,15,16,18, 20,21,22 12:1,2,7,8,10, 12,13,14,16, 19,21,24,25 13:1,3,6,7,9, 19
rules 12:18,21	setting 13:5	stations 8:18	there'd 3:20	told 9:2 10:8
S	several 4:6	status 4:14	there's 3:14, 24 7:5 8:8 12:16	
said 3:7 4:2 6:7 11:20	short 3:3	stipulation 12:22	thing 5:15 7:22 8:10	
saw 3:24	should 7:6 10:2,4,5	strong 7:7	things 11:9	
say 11:7	show 13:9	submitted 12:23	think 3:14,20 6:3 7:5,9 9:25 10:2 11:10	
says 3:10 6:18,23	since 9:22	such 7:17	this 2:2,8,13, 14,24 3:4,17 4:18 7:8 8:4,	
Scenic 3:13	singular 9:14	supervisor 9:8		
schedule 12:25	situation 9:6	sure 3:3 9:6		
	small 2:4	sweet 14:2		
	Smoky 3:13			
	some 8:23 12:15			

too 3:21	watch 13:21	why 12:19
total 11:1	Water 2:5,11 3:19	will 3:18 5:2 11:11 13:15
try 12:13	way 8:11 10:5 11:5 12:17	with 2:11 3:19 7:6,16 10:20 11:11,20 13:4,10,16
trying 12:19	we 5:3,20 8:24 9:9 10:4, 7 11:3 12:24 13:6,7,15	within 13:8
two 7:22	we're 9:11 11:5,11 14:1	wondering 3:4
<hr/> U <hr/>	website 7:21 8:5,13	word 8:10
understand 9:6 11:23	Wednesday 5:3	would 4:22 5:10,11,16,20 7:8,9,10,19, 20 8:5,12,13 9:8,14 10:18 11:1,7 12:5
understandin g 4:15	weigh 3:18 4:8	WR-2025-0294 2:6
understood 10:9	welcome 4:9	written 9:16, 18,19
unworkable 12:15	Well 3:13 4:8 5:1 8:22 11:3	wrong 4:3,4
up 3:25 9:11, 22 11:11,20 13:9	went 9:22	<hr/> Y <hr/>
use 7:16	what 3:4,10 4:13 5:16,21 6:7,22 7:15 9:1,8 10:18 11:1,5 12:7, 13	yeah 6:14 7:4 8:12 9:13,24 12:6
<hr/> V <hr/>	whatever 10:13 11:25	Yes 5:1 9:22
various 8:17	whatnot 8:18	yet 4:25 5:10, 17 10:23
vast 7:18	when 9:7 12:8	<hr/> Z <hr/>
verify 7:6	where 3:17,23 10:6,15 12:22	zero 6:11
very 5:8	whether 10:25	
<hr/> W <hr/>	who's 8:8	
waiving 13:4		
want 4:8 9:6 11:14,15,16, 20 12:16 13:9		
wanted 3:16 6:5 10:11,14 13:19		