

BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

In the Matter of a Small)
Company Rate Increase for) File No. WR-2025-0294
Raytown Water Company)

Monday, September 22, 2025
6:00 p.m. - 6:48 p.m.

Knights of Columbus Hall
5101 Blue Ridge Cutoff
Kansas City, MO 64133

VOLUME 2
Pages 1 - 16

JOHN CLARK, Presiding
SENIOR REGULATORY LAW JUDGE

MAIDA J. COLEMAN, (WebEx)
GLEN KOLKMEYER,
JOHN MITCHELL,
COMMISSIONERS

Stenographically Reported By:
Beverly Jean Bentch, RPR, CCR No. 640

Job No. 195455

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

I N D E X

| | Page |
|--|------|
| Opening Comments by Commissioner Kolkmeyer | 5 |
| Witnesses: | |
| Ryan Hoffman | 8 |
| Clarissa Murray | 9 |
| Closing Remarks by Commissioner Mitchell | 13 |
| Certificate of Reporter | 16 |

1 APPEARANCES:

2 On behalf of Staff of the
3 Public Service Commission:

4 CAROLYN KERR
5 Public Service Commission
6 200 Madison Street, Suite 800
7 P.O. Box 360
8 Jefferson City, MO 65102
9 Carolyn.Kerr@psc.mo.gov

10 On behalf of the Office of
11 the Public Counsel:

12 JOHN CLIZER
13 Office of the Public Counsel
14 200 Madison Street, Suite 650
15 P.O. Box 2230
16 Jefferson City, MO 65102
17 John.Clizer@opc.mo.gov

18 Present Pro Se:

19 NEAL CLEVINGER
20 President/General Manager
21 Raytown Water Company
22 10017 East 63rd Street
23 Raytown, MO 64133
24
25

1 The following proceedings began at 6:33 p.m.:

2 JUDGE CLARK: Let's go on the record. Good
3 evening. It is September 22nd of 2025, and the current
4 time is 6:33 p.m. The question and answer portion of
5 the hearing just ended. If you had questions about this
6 rate increase case, I hope you were able to get those
7 questions answered.

8 The Missouri Public Service Commission has set
9 aside this time for a local public hearing in File
10 WR-2025-0294, a small company rate case which is
11 captioned as In the Matter of a Small Company Rate
12 Increase for Raytown Water Company.

13 My name is John Clark. I'm the Regulatory Law
14 Judge presiding over this hearing. The Missouri Public
15 Service Commission regulates the rates charged by
16 investor-owned utility companies in Missouri to ensure
17 that those rates are just and reasonable. The
18 Commission also regulates the quality of service and the
19 safety of operations of investor-owned utilities.

20 The Commission is made up of five
21 Commissioners: The Chair of the Commission, Kayla Hahn,
22 and Commissioners Maida Coleman, Glen Kolkmeyer, and
23 John Mitchell. One Commission seat is currently vacant.

24 The Commissioners are appointed by the
25 Governor to a fixed term and confirmed by the Senate.

1 The Commission employs a staff of engineers,
2 accountants, attorneys, financial analysts, and other
3 specialists in the field of utility regulation.

4 Commissioner Kolkmeier, would you like to make
5 any opening remarks?

6 COMMISSIONER KOLKMEYER: Yes, please. Good
7 evening everyone. I want to welcome everyone here to
8 the public hearing. We have not made a decision in this
9 case. We've not seen any evidence in this case
10 presented to us. And the reason why is this is the
11 first step in a public hearing is to have a public
12 hearing so we can hear from you.

13 And the other thing, and I wanted to say too,
14 because Commissioner Mitchell and I are the only two
15 here, it's like the other Commissioners don't care.
16 Yes, we do care. The thing of it is, Commissioner
17 Mitchell and I are from this region. So we cover the
18 public hearings that are in this region. Likewise, I
19 typically don't go to St. Louis and Poplar Bluff for
20 those hearings. So that's what we do. We kind of
21 divide the hearings up. So the other Commissioners are
22 online listening. So thanks again, welcome here to the
23 hearing, and we welcome your comments. Thank you.

24 JUDGE CLARK: Thank you, Commissioner
25 Kolkmeier. Now, there's a court reporter who is

1 transcribing everything that's being said so the
2 Commissioners can review this later.

3 I'll begin by asking counsel to enter their
4 appearance for the record. I know there's not counsel,
5 but I'm going to ask that Raytown Water Company
6 acknowledge that they're here. Would you use the
7 microphone.

8 MR. CLEVINGER: Yeah. I'm Neal Clevenger,
9 President of the Raytown Water Company. And I've told
10 you all about myself earlier. We're here for the
11 hearing and questions, no questions but the hearing.

12 JUDGE CLARK: Thank you very much. On behalf
13 of the Commission Staff.

14 MS. KERR: Carolyn Kerr on behalf of the
15 Commission Staff.

16 JUDGE CLARK: And on behalf of the Office of
17 the Public Counsel.

18 MR. CLIZER: John Clizer.

19 JUDGE CLARK: Thank you, Mr. Clizer. It's my
20 understanding that we only have a couple people here.
21 If either or both of you would like to provide comments
22 to the Commission today about this proposed rate
23 increase, I'm going to open this up in a second and
24 you'll be able to come up.

25 Now, there aren't a lot of people here so I'm

1 not going to put a definite time or time limit you to
2 about three minutes or so. I'm not going to do that. I
3 am going to ask that you kind of stay on point and if it
4 starts to get repetitive, I will let you know.

5 As Commissioner Kolkmeyer said, the Commission
6 won't be able to answer your questions today and that's
7 because we're at the start of this case and they have to
8 remain impartial until after an evidentiary hearing is
9 presented, if there is an evidentiary hearing. If you
10 have questions that were not answered during the Q&A, I
11 would ask you to speak to representatives from the
12 company, the Office of the Public Counsel or staff here.

13 With that in mind, is there anybody who would
14 like to offer comments to the Commission at this time?
15 Please come up, sir. When you get up here, I'm going to
16 ask you to state and spell your name for the court
17 reporter.

18 MR. HOFFMAN: My name is Ryan Hoffman, R-y-a-n
19 H-o-f-f-m-a-n.

20 JUDGE CLARK: And Ryan, would you raise your
21 right hand and be sworn. Do you solemnly swear or
22 affirm that the comments you're about to give the
23 Commission at this hearing are the truth?

24 MR. HOFFMAN: I do.

25 JUDGE CLARK: What would you like to tell the

1 Commission this evening?

2 MR. HOFFMAN: I just wanted to make a comment
3 about there's only a couple of residents here this
4 evening. I know for myself the notice came in the mail
5 with my bill. I received that today. I got home at
6 5:00. I opened up my mail. That's when I found out
7 about this hearing. So I'm sure there's a lot of
8 residents that would like to speak, especially on a 24
9 percent increase. That's quite a chunk. We've had
10 several increases in taxes here in Raytown here recently
11 in the past couple years. I'm sure a lot of people
12 would like to speak. I'm most definite that a lot of
13 people don't know about it. Just like me. I just
14 happened to -- normally I wouldn't open my mail as soon
15 as I get it. It's a day or two later that I go through
16 my mail. So I just happened to come across it.
17 Otherwise, I wouldn't be here either. So I just wanted
18 to let you know.

19 JUDGE CLARK: You said you got your notice
20 today or has it been sitting around and you just opened
21 it today?

22 MR. HOFFMAN: It came in the mail today. I
23 received my water bill today. Notice was in with the
24 water bill.

25 JUDGE CLARK: Thank you very much. Do you

1 have any other comments for the Commission?

2 MR. HOFFMAN: I do not.

3 JUDGE CLARK: Appreciate your comments.

4 MR. HOFFMAN: Okay.

5 JUDGE CLARK: Is there anybody else here who
6 would like to comment to the Commission? Would you
7 please state and spell your name for the record.

8 MS. MURRAY: Clarissa Murray, C-l-a-r-i-s-s-a
9 M-u-r-r-a-y.

10 JUDGE CLARK: And do you solemnly swear or
11 affirm that the comments you're about to give the
12 Commission are the truth?

13 MS. MURRAY: Yes.

14 JUDGE CLARK: What would you like to tell the
15 Commission this evening?

16 MS. MURRAY: It's redundant for some, but my
17 concerns and reason for coming tonight is because I am a
18 preferred stockholder with the Raytown Water and there
19 was a decision not to pay dividends for a quarter. So
20 they're behind on dividends. And also one of my stocks
21 has matured and I wanted to cash in but unable to do so.
22 So that just gave me a lot of concern.

23 My other concern was about the rate increase
24 and how that money was going to be utilized. So they
25 did -- water did answer, you know, they planned more

1 infrastructure, things like that. And hopefully some of
2 that would be able to, you know, get us caught up on our
3 dividends. And you know, the ability to cash out once
4 -- because the time has matured. So those were my
5 concerns. And then I had -- there's been a water main
6 break at my corner. It's been there for a couple
7 months. Like I said, it's not gushing. It just needs
8 repair. I told them it's probably on the list but, you
9 know, Chickie (phonetic spelling) took my address to
10 make sure, something they're going to -- will be
11 repaired hopefully soon, as soon as they can get to it.

12 And then I did ask also were they having
13 problems with recruitment, because I'm an HR
14 professional. So I know it's been difficult. One of
15 the most difficult jobs right now is hiring, because
16 everybody is looking, especially in this area, needs to
17 hire. But you know, wages are low. But prices continue
18 to increase exponentially and, you know, there is the
19 need back to -- I'm circling back to the need to, you
20 know, cash in my stock. So those are my main concerns.

21 JUDGE CLARK: Did you bring the water main
22 break to the company's attention?

23 MS. MURRAY: Yes. And I did share the
24 address, sir, yes.

25 JUDGE CLARK: I appreciate that. I'm just

1 trying to gauge this to understand. So as a preferred
2 stock owner, what's your position on the company's
3 request for a rate increase or do you have one?

4 MS. MURRAY: Selfishly, to be honest, I'm
5 hoping that they get the money so they can pay me.

6 JUDGE CLARK: That's what I was thinking.

7 MS. MURRAY: I'm just being honest, because,
8 you know, I just, you know, that was the agreement and I
9 just want them to be able to keep the agreement.

10 JUDGE CLARK: That was my assumption when you
11 said that they had suspended the dividends. Are you a
12 Raytown Water customer?

13 MS. MURRAY: I am a Raytown Water customer.
14 Yes, I do live in Raytown proper. That's how I was
15 notified of the stock. It was in my bill. It was
16 inserted in the bill. That's how I knew about -- well,
17 the way I knew about this meeting, unlike that
18 gentleman, it was included in my notice about they're
19 going to make the decision on dividends October 1. So
20 that's how I knew about this meeting was because that
21 was as a stockholder I guess that's how I got the
22 letter.

23 JUDGE CLARK: Were you also informed in your
24 bill?

25 MS. MURRAY: I don't recall. To be honest, I

1 don't recall.

2 JUDGE CLARK: Well, thank you so much for your
3 comments. I'm sorry. Hold on just a second.
4 Mr. Clizer, you have a question?

5 MR. CLIZER: Just a couple quick questions.
6 When you said you tried to cash in your stock, you tried
7 to redeem the preferred stock, did the company tell you
8 they wouldn't or that they couldn't redeem the preferred
9 stock?

10 MS. MURRAY: I requested the stock in person
11 with Neal once and he said that he could probably do it
12 in June. Now, I requested it probably in March or
13 April. When I learned that they couldn't pay dividend,
14 I was nervous. Plus, I've had some personal issues that
15 I need some money to cover and so he said he didn't
16 think it would be a problem. And then I emailed
17 Chickie, and I can't remember who else was copied, and I
18 did not get a response.

19 MR. CLIZER: Just regarding the main break, I
20 know that the judge asked you if you had brought it to
21 their attention. I wanted to make sure I understood the
22 timeline. You said that break had been around for like
23 I think you said two months. Is that accurate? Do you
24 know where in that two-month time frame the company was
25 aware of it? Has it been leaking for two months and it

1 just now became aware or was there some reason the
2 company was aware for some portion of that two-month
3 period?

4 MS. MURRAY: To be honest, I did not call it
5 in. It's my neighbor's yard. And he does over the
6 road. So he's not -- he may be gone for weeks at a
7 time. I don't know when he called it in, but I know he
8 did because the cone -- I saw the cone was there shortly
9 after I noticed the break just on my walks because I
10 could see the water coming up.

11 MR. CLIZER: About how long has that cone been
12 there? Rough estimate.

13 MS. MURRAY: At least probably six, seven
14 weeks maybe.

15 MR. CLIZER: All right. Thank you. Thank you
16 very much, Your Honor.

17 JUDGE CLARK: Thank you for your comments.

18 MS. MURRAY: Thanks.

19 JUDGE CLARK: I believe those are the only
20 people here. Are there anybody else here that I missed
21 that would like to offer comments to the Commission? I
22 see no one.

23 Commissioner Mitchell, would you like to make
24 a closing remark?

25 COMMISSIONER MITCHELL: Sure. Thank you,

1 Judge Clark. On behalf of the entire Commission, I
2 thank our witnesses for coming out tonight and sharing
3 your thoughts and opinions with us. It will be helpful
4 for us to have your information as we go through this
5 process and hear all the evidence and ultimately make
6 the decision about this.

7 I think here in just a little bit the judge
8 will have some instructions to submit comments in an
9 alternative format on the Commission's website. So if
10 you have friends or neighbors who weren't able to be
11 here tonight, didn't get a chance to be here tonight,
12 maybe didn't know about the meeting, please help us
13 spread the word that it's not too late to submit
14 comments. There's still an open process to do that.
15 The judge will have some information for you on that.

16 Again, thank you for being here and we
17 appreciate your comments.

18 JUDGE CLARK: Thank you, Commissioner
19 Mitchell. I'd like to thank all of our participants
20 today for offering their testimony and comments to the
21 Commission. As Commissioner Mitchell said, if you have
22 additional comments you'd like to make or if someone you
23 know was unable to attend and comment today, you can
24 still comment on this rate case by making written
25 comments by contacting the email address PSC, that's

1 Public Service Commission, pscinfo@psc.mo.gov, by
2 contacting the Office of the Public Counsel. They've
3 been very gracious about seeing that comments get filed
4 with the Commission about cases. Or by going to the
5 Public Service Commission's web page and you'll find a
6 link there to comment about cases.

7 Because we have a number of cases going at any
8 point in time, if you do decide to go and comment, be
9 sure and include the case number. The case number in
10 this case is WR-2025-0294, and that makes sure that it
11 connects with the correct case.

12 Again, thank you for your participation today.
13 With that, I will conclude this local public hearing and
14 we will go off the record. We're adjourned.

15 (WHEREUPON, the proceedings concluded at 6:48
16 p.m.)

17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

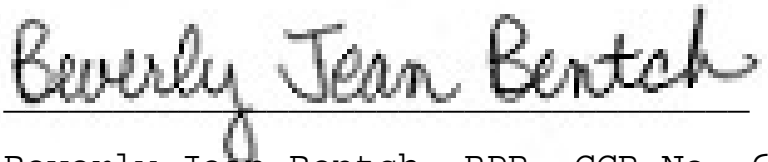
STATE OF MISSOURI)

COUNTY OF COLE)

I, Beverly Jean Bentch, RPR, CCR No. 640, do hereby certify that I was authorized to and did stenographically report the foregoing Public Service Commission Local Public Hearing and that the transcript, pages 1 through 15, is a true record of my stenographic notes.

I FURTHER CERTIFY that I am not a relative, employee, attorney, or counsel of any of the parties, nor am I a relative or counsel connected with the action, nor am I financially interested in the action.

Dated this 29th day of September, 2025.



Beverly Jean Bentch, RPR, CCR No. 640

| | | | | |
|--|---|---|---|---|
| 1 | across 8:16 | April 12:13 | behalf 6:12, 14,16 14:1 | cash 9:21 10:3,20 12:6 |
| 1 11:19 | additional 14:22 | area 10:16 | behind 9:20 | caught 10:2 |
| 2 | address 10:9, 24 14:25 | around 8:20 12:22 | believe 13:19 | Chair 4:21 |
| 2025 4:3 | adjourned 15:14 | as 4:11 7:5 8:14,15 10:11 11:1,21 14:4, 21 | bill 8:5,23,24 11:15,16,24 | chance 14:11 |
| 22nd 4:3 | affirm 7:22 9:11 | aside 4:9 | bit 14:7 | charged 4:15 |
| 24 8:8 | after 7:8 13:9 | ask 6:5 7:3, 11,16 10:12 | Bluff 5:19 | Chickie 10:9 12:17 |
| 5 | again 5:22 14:16 15:12 | asked 12:20 | both 6:21 | chunk 8:9 |
| 5:00 8:6 | agreement 11:8,9 | asking 6:3 | break 10:6,22 12:19,22 13:9 | circling 10:19 |
| 6 | all 6:10 13:15 14:5,19 | assumption 11:10 | bring 10:21 | Clarissa 9:8 |
| 6:33 4:1,4 | also 4:18 9:20 10:12 11:23 | at 4:1 7:7,14, 23 8:5 10:6 13:6,13 15:7, 15 | brought 12:20 | Clark 4:2,13 5:24 6:12,16, 19 7:20,25 8:19,25 9:3,5, 10,14 10:21, 25 11:6,10,23 12:2 13:17,19 14:1,18 |
| 6:48 15:15 | alternative 14:9 | attend 14:23 | but 6:5,11 9:16,21 10:8, 17 13:7 | Clevenger 6:8 |
| A | analysts 5:2 | attention 10:22 12:21 | C | Clizer 6:18,19 12:4,5,19 13:11,15 |
| ability 10:3 | answer 4:4 7:6 9:25 | attorneys 5:2 | C-L-A-R-I-S-S- A 9:8 | closing 13:24 |
| able 4:6 6:24 7:6 10:2 11:9 14:10 | answered 4:7 7:10 | aware 12:25 13:1,2 | call 13:4 | Coleman 4:22 |
| about 4:5 6:10,22 7:2, 22 8:3,7,13 9:11,23 11:16,17,18, 20 13:11 14:6,12 15:3, 4,6 | any 5:5,9 9:1 15:7 | B | called 13:7 | come 6:24 7:15 8:16 |
| accountants 5:2 | anybody 7:13 9:5 13:20 | back 10:19 | came 8:4,22 | coming 9:17 13:10 14:2 |
| accurate 12:23 | appearance 6:4 | became 13:1 | captioned 4:11 | comment 8:2 9:6 14:23,24 15:6,8 |
| acknowledge 6:6 | appointed 4:24 | because 5:14 7:7 9:17 10:4, 13,15 11:7,20 13:8,9 15:7 | care 5:15,16 | comments 5:23 6:21 7:14,22 9:1,3, 11 12:3 13:17,21 |
| | appreciate 9:3 10:25 14:17 | began 4:1 | Carolyn 6:14 | |
| | | begin 6:3 | case 4:6,10 5:9 7:7 14:24 15:9,10,11 | |
| | | | cases 15:4,6, 7 | |

| | | | | |
|--|---|--|---|---|
| 14:8,14,17, 20,22,25 15:3 | connects 15:11 | difficult 10:14,15 | evidence 5:9 14:5 | gave 9:22 |
| Commission 4:8,15,18,20, 21,23 5:1 6:13,15,22 7:5,14,23 8:1 9:1,6,12,15 13:21 14:1,21 15:1,4 | contacting 14:25 15:2 | divide 5:21 | evidentiary 7:8,9 | gentleman 11:18 |
| Commission's 14:9 15:5 | continue 10:17 | dividend 12:13 | exponentially 10:18 | get 4:6 7:4,15 8:15 10:2,11 11:5 12:18 14:11 15:3 |
| Commissioner 5:4,6,14,16, 24 7:5 13:23, 25 14:18,21 | copied 12:17 | dividends 9:19,20 10:3 11:11,19 | F | give 7:22 9:11 |
| Commissioners 4:21,22,24 5:15,21 6:2 | corner 10:6 | during 7:10 | field 5:3 | Glen 4:22 |
| companies 4:16 | correct 15:11 | E | File 4:9 | go 4:2 5:19 8:15 14:4 15:8,14 |
| company 4:10,11,12 6:5,9 7:12 12:7,24 13:2 | could 12:11 13:10 | earlier 6:10 | filed 15:3 | going 6:5,23 7:1,2,3,15 9:24 10:10 11:19 15:4,7 |
| company's 10:22 11:2 | couldn't 12:8, 13 | either 6:21 8:17 | financial 5:2 | gone 13:6 |
| concern 9:22, 23 | counsel 6:3,4, 17 7:12 15:2 | else 9:5 12:17 13:20 | find 15:5 | Good 4:2 5:6 |
| concerns 9:17 10:5,20 | couple 6:20 8:3,11 10:6 12:5 | email 14:25 | first 5:11 | got 8:5,19 11:21 |
| conclude 15:13 | court 5:25 7:16 | emailed 12:16 | five 4:20 | Governor 4:25 |
| concluded 15:15 | cover 5:17 12:15 | employs 5:1 | fixed 4:25 | gracious 15:3 |
| cone 13:8,11 | current 4:3 | ended 4:5 | following 4:1 for 4:9,12 5:19 6:4,10 7:16 8:4 9:1, 7,16,17,19 10:6 11:3 12:2,22,25 13:2,6,17 14:2,4,15,16, 20 15:12 | guess 11:21 |
| confirmed 4:25 | currently 4:23 | engineers 5:1 | for 4:9,12 5:19 6:4,10 7:16 8:4 9:1, 7,16,17,19 10:6 11:3 12:2,22,25 13:2,6,17 14:2,4,15,16, 20 15:12 | gushing 10:7 |
| | customer 11:12,13 | ensure 4:16 | format 14:9 | H |
| | D | enter 6:3 | found 8:6 | H-O-F-F-M-A-N 7:19 |
| | day 8:15 | entire 14:1 | frame 12:24 | Hahn 4:21 |
| | decide 15:8 | especially 8:8 10:16 | friends 14:10 | hand 7:21 |
| | decision 5:8 9:19 11:19 14:6 | estimate 13:12 | from 5:12,17 7:11 | happened 8:14,16 |
| | definite 7:1 8:12 | evening 4:3 5:7 8:1,4 9:15 | G | having 10:12 |
| | | everybody 10:16 | gauge 11:1 | hear 5:12 14:5 |
| | | everyone 5:7 | | |
| | | everything 6:1 | | |

| | | | | |
|--|---|---|---|---|
| <p>hearing 4:5,9, 14 5:8,11,12, 23 6:11 7:8,9, 23 8:7 15:13</p> <p>hearings 5:18,20,21</p> <p>help 14:12</p> <p>helpful 14:3</p> <p>here 5:7,15,22 6:6,10,20,25 7:12,15 8:3, 10,17 9:5 13:20 14:7, 11,16</p> <p>hire 10:17</p> <p>hiring 10:15</p> <p>Hoffman 7:18, 24 8:2,22 9:2, 4</p> <p>Hold 12:3</p> <p>home 8:5</p> <p>honest 11:4, 7,25 13:4</p> <p>Honor 13:16</p> <p>hope 4:6</p> <p>hopefully 10:1,11</p> <p>hoping 11:5</p> <p>how 9:24 11:14,16,20, 21 13:11</p> <p>HR 10:13</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>if 4:5 6:21 7:3, 9 12:20 14:9,</p> | <p>21,22 15:8</p> <p>impartial 7:8</p> <p>in 4:9,11,16 5:3,8,9,11,18 6:23 7:13 8:4, 10,11,22,23 9:21 10:16,20 11:14,15,16, 18,23 12:6, 10,12,24 13:5,7 14:7,8 15:8,9</p> <p>include 15:9</p> <p>included 11:18</p> <p>increase 4:6, 12 6:23 8:9 9:23 10:18 11:3</p> <p>increases 8:10</p> <p>information 14:4,15</p> <p>informed 11:23</p> <p>infrastructure 10:1</p> <p>inserted 11:16</p> <p>instructions 14:8</p> <p>investor-owned 4:16, 19</p> <p>issues 12:14</p> <p>it 4:3 5:16 7:3 8:13,15,16, 20,21,22</p> | <p>10:7,11 11:15,18 12:11,12,16, 20,25 13:4,7 14:3 15:10</p> <p>it's 5:15 6:19 8:15 9:16 10:6,7,8,14 13:5 14:13</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>jobs 10:15</p> <p>John 4:13,23 6:18</p> <p>judge 4:2,14 5:24 6:12,16, 19 7:20,25 8:19,25 9:3,5, 10,14 10:21, 25 11:6,10,23 12:2,20 13:17,19 14:1,7,15,18</p> <p>June 12:12</p> <p>just 4:5,17 8:2,13,16,17, 20 9:22 10:7, 25 11:7,8,9 12:3,5,19 13:1,9 14:7</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>Kayla 4:21</p> <p>keep 11:9</p> <p>Kerr 6:14</p> <p>kind 5:20 7:3</p> <p>knew 11:16, 17,20</p> | <p>know 6:4 7:4 8:4,13,18 9:25 10:2,3,9, 14,17,18,20 11:8 12:20,24 13:7 14:12,23</p> <p>Kolkmeier 4:22 5:4,6,25 7:5</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>late 14:13</p> <p>later 6:2 8:15</p> <p>Law 4:13</p> <p>leaking 12:25</p> <p>learned 12:13</p> <p>least 13:13</p> <p>let 7:4 8:18</p> <p>Let's 4:2</p> <p>letter 11:22</p> <p>like 5:4,15 6:21 7:14,25 8:8,12,13 9:6, 14 10:1,7 12:22 13:21, 23 14:19,22</p> <p>Likewise 5:18</p> <p>limit 7:1</p> <p>link 15:6</p> <p>list 10:8</p> <p>listening 5:22</p> <p>little 14:7</p> <p>live 11:14</p> <p>local 4:9 15:13</p> | <p>long 13:11</p> <p>looking 10:16</p> <p>lot 6:25 8:7, 11,12 9:22</p> <p>Louis 5:19</p> <p>low 10:17</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>M-U-R-R-A-Y 9:9</p> <p>made 4:20 5:8</p> <p>Maida 4:22</p> <p>mail 8:4,6,14, 16,22</p> <p>main 10:5,20, 21 12:19</p> <p>make 5:4 8:2 10:10 11:19 12:21 13:23 14:5,22</p> <p>makes 15:10</p> <p>making 14:24</p> <p>March 12:12</p> <p>Matter 4:11</p> <p>matured 9:21 10:4</p> <p>maybe 13:14 14:12</p> <p>me 8:13 9:22 11:5</p> <p>meeting 11:17,20 14:12</p> <p>microphone 6:7</p> |
|--|---|---|---|---|

| | | | | |
|--|--|--|--|---|
| mind 7:13 | myself 6:10 8:4 | of 4:3,4,11,18, 19,20,21 5:1, 3,16,20 6:9, 13,14,16,21, 25 7:3,7,12 8:3,7,11,12 9:20,22 10:1, 14 11:15 12:25 13:2 14:1,19 15:2, 7 | opinions 14:3 14:12 | |
| minutes 7:2 | | | other 5:2,13, 15,21 9:1,23 | Plus 12:14 |
| missed 13:20 | N | | Otherwise 8:17 | point 7:3 15:8 |
| Missouri 4:8, 14,16 | name 4:13 7:16,18 9:7 | | our 10:2 14:2, 19 | Poplar 5:19 |
| Mitchell 4:23 5:14,17 13:23,25 14:19,21 | Neal 6:8 12:11 | | out 8:6 10:3 14:2 | portion 4:4 13:2 |
| money 9:24 11:5 12:15 | need 10:19 12:15 | off 15:14 | over 4:14 13:5 | position 11:2 |
| months 10:7 12:23,25 | needs 10:7,16 | offer 7:14 13:21 | owner 11:2 | preferred 9:18 11:1 12:7,8 |
| more 9:25 | neighbor's 13:5 | offering 14:20 | P | presented 5:10 7:9 |
| most 8:12 10:15 | neighbors 14:10 | Office 6:16 7:12 15:2 | p.m. 4:1,4 15:16 | President 6:9 |
| Mr 6:8,18,19 7:18,24 8:2, 22 9:2,4 12:4, 5,19 13:11,15 | nervous 12:14 | on 4:2 6:12, 14,16 7:3 8:8 9:20 10:2,8 11:2,19 12:3 13:9 14:1,9, 15,24 | page 15:5 | presiding 4:14 |
| MS 6:14 9:8, 13,16 10:23 11:4,7,13,25 12:10 13:4, 13,18 | no 6:11 13:22 | once 10:3 12:11 | participants 14:19 | prices 10:17 |
| Much 6:12 8:25 12:2 13:16 | normally 8:14 | one 4:23 9:20 10:14 11:3 13:22 | participation 15:12 | probably 10:8 12:11,12 13:13 |
| Murray 9:8, 13,16 10:23 11:4,7,13,25 12:10 13:4, 13,18 | not 5:8,9 6:4 7:1,2,10 9:2, 19 10:7 12:18 13:4,6 14:13 | online 5:22 | past 8:11 | problem 12:16 |
| my 4:13 6:19 7:18 8:5,6,14, 16,23 9:16, 20,23 10:4,6, 9,20 11:10, 15,18 13:5,9 | notice 8:4,19, 23 11:18 | only 5:14 6:20 8:3 13:19 | pay 9:19 11:5 12:13 | problems 10:13 |
| | noticed 13:9 | open 6:23 8:14 14:14 | people 6:20, 25 8:11,13 13:20 | proceedings 4:1 15:15 |
| | notified 11:15 | opened 8:6, 20 | percent 8:9 | process 14:5, 14 |
| | now 5:25 6:25 10:15 12:12 13:1 | opening 5:5 | period 13:3 | professional 10:14 |
| | number 15:7, 9 | operations 4:19 | person 12:10 | proper 11:14 |
| | O | | personal 12:14 | proposed 6:22 |
| | October 11:19 | | phonetic 10:9 | provide 6:21 |
| | | | planned 9:25 | PSC 14:25 |
| | | | please 5:6 7:15 9:7 | |

| | | | | |
|---|---------------------------------|---|--|--|
| pscinfo@psc.mo.gov 15:1 | recall 11:25 12:1 | request 11:3 | set 4:8 | starts 7:4 |
| public 4:8,9, 14 5:8,11,18 6:17 7:12 15:1,2,5,13 | received 8:5, 23 | requested 12:10,12 | seven 13:13 | state 7:16 9:7 |
| put 7:1 | recently 8:10 | residents 8:3, 8 | several 8:10 | stay 7:3 |
| | record 4:2 6:4 9:7 15:14 | response 12:18 | share 10:23 | step 5:11 |
| Q | recruitment 10:13 | review 6:2 | sharing 14:2 | still 14:14,24 |
| Q&a 7:10 | redeem 12:7, 8 | right 7:21 10:15 13:15 | shortly 13:8 | stock 10:20 11:2,15 12:6, 7,9,10 |
| quality 4:18 | redundant 9:16 | road 13:6 | sir 7:15 10:24 | stockholder 9:18 11:21 |
| quarter 9:19 | regarding 12:19 | Rough 13:12 | sitting 8:20 | stocks 9:20 |
| question 4:4 12:4 | region 5:17, 18 | Ryan 7:18,20 | six 13:13 | submit 14:8, 13 |
| questions 4:5,7 6:11 7:6,10 12:5 | regulates 4:15,18 | S | small 4:10,11 | sure 8:7,11 10:10 12:21 13:25 15:9,10 |
| quick 12:5 | regulation 5:3 | safety 4:19 | solemnly 7:21 9:10 | suspended 11:11 |
| quite 8:9 | Regulatory 4:13 | said 6:1 7:5 8:19 10:7 11:11 12:6, 11,15,22,23 14:21 | some 9:16 10:1 12:14,15 13:1,2 14:8, 15 | swear 7:21 9:10 |
| R | remain 7:8 | saw 13:8 | someone 14:22 | sworn 7:21 |
| R-Y-A-N 7:18 | remark 13:24 | say 5:13 | something 10:10 | T |
| raise 7:20 | remarks 5:5 | seat 4:23 | soon 8:14 10:11 | taxes 8:10 |
| rate 4:6,10,11 6:22 9:23 11:3 14:24 | remember 12:17 | second 6:23 12:3 | sorry 12:3 | tell 7:25 9:14 12:7 |
| rates 4:15,17 | repair 10:8 | see 13:10,22 | speak 7:11 8:8,12 | term 4:25 |
| Raytown 4:12 6:5,9 8:10 9:18 11:12, 13,14 | repaired 10:11 | seeing 15:3 | specialists 5:3 | testimony 14:20 |
| reason 5:10 9:17 13:1 | repetitive 7:4 | seen 5:9 | spell 7:16 9:7 | thank 5:23,24 6:12,19 8:25 12:2 13:15, 17,25 14:2, 16,18,19 15:12 |
| reasonable 4:17 | reporter 5:25 7:17 | Selfishly 11:4 | spelling 10:9 | |
| | representative 7:11 | Senate 4:25 | spread 14:13 | |
| | | September 4:3 | St 5:19 | |
| | | service 4:8, 15,18 15:1,5 | staff 5:1 6:13, 15 7:12 | |
| | | | start 7:7 | |

| | | | | |
|--|--|---|---|--|
| <p>thanks 5:22 13:18</p> <p>that's 5:20 6:1 7:6 8:6,9 11:6,14,16, 20,21 14:25</p> <p>them 10:8 11:9</p> <p>then 10:5,12 12:16</p> <p>there's 5:25 6:4 8:3,7 10:5 14:14</p> <p>They've 15:2</p> <p>thing 5:13,16</p> <p>things 10:1</p> <p>think 12:16,23 14:7</p> <p>thinking 11:6</p> <p>this 4:5,9,14 5:8,9,10,17, 18 6:2,22,23 7:7,14,23 8:1, 3,7 9:15 10:16 11:1, 17,20 14:4,6, 24 15:10,13</p> <p>those 4:6,17 5:20 10:4,20 13:19</p> <p>thoughts 14:3</p> <p>three 7:2</p> <p>through 8:15 14:4</p> <p>time 4:4,9 7:1, 14 10:4 12:24 13:7 15:8</p> | <p>timeline 12:22</p> <p>to 4:6,16,25 5:4,7,10,11, 13,19,22 6:3, 5,21,22,23,24 7:1,2,3,4,6,7, 11,14,15,16, 22,25 8:2,8, 12,14,16,18 9:6,11,14,19, 21,24 10:2,3, 9,10,11,16, 18,19,22 11:1,4,9,19, 25 12:6,7,15, 20,21 13:4, 21,23 14:4,8, 10,11,13,14, 19,20,22,23 15:4,6,8</p> <p>today 6:22 7:6 8:5,20,21,22, 23 14:20,23 15:12</p> <p>told 6:9 10:8</p> <p>tonight 9:17 14:2,11</p> <p>too 5:13 14:13</p> <p>took 10:9</p> <p>transcribing 6:1</p> <p>tried 12:6</p> <p>truth 7:23 9:12</p> <p>trying 11:1</p> <p>two 5:14 8:15 12:23,25</p> <p>two-month 12:24 13:2</p> | <p>typically 5:19</p> <hr/> <p>U</p> <hr/> <p>ultimately 14:5</p> <p>unable 9:21 14:23</p> <p>understand 11:1</p> <p>understandin g 6:20</p> <p>understood 12:21</p> <p>unlike 11:17</p> <p>until 7:8</p> <p>up 4:20 5:21 6:23,24 7:15 8:6 10:2 13:10</p> <p>us 5:10 10:2 14:3,4,12</p> <p>use 6:6</p> <p>utilities 4:19</p> <p>utility 4:16 5:3</p> <p>utilized 9:24</p> <hr/> <p>V</p> <hr/> <p>vacant 4:23</p> <p>very 6:12 8:25 13:16 15:3</p> <hr/> <p>W</p> <hr/> <p>wages 10:17</p> <p>walks 13:9</p> | <p>want 5:7 11:9</p> <p>wanted 5:13 8:2,17 9:21 12:21</p> <p>water 4:12 6:5,9 8:23,24 9:18,25 10:5, 21 11:12,13 13:10</p> <p>way 11:17</p> <p>we 5:8,12,16, 17,20,23 6:20 14:4,16 15:7, 14</p> <p>we're 6:10 7:7 15:14</p> <p>We've 5:9 8:9</p> <p>web 15:5</p> <p>website 14:9</p> <p>weeks 13:6, 14</p> <p>welcome 5:7, 22,23</p> <p>well 11:16 12:2</p> <p>what 5:20 7:25 9:14 11:6</p> <p>what's 11:2</p> <p>when 7:15 8:6 11:10 12:6,13 13:7</p> <p>where 12:24</p> <p>WHEREUPON 15:15</p> <p>which 4:10</p> | <p>who 5:25 7:13 9:5 12:17 14:10</p> <p>why 5:10</p> <p>will 7:4 10:10 14:3,8,15 15:13,14</p> <p>with 7:13 8:5, 23 9:18 10:13 12:11 14:3 15:4,11,13</p> <p>witnesses 14:2</p> <p>won't 7:6</p> <p>word 14:13</p> <p>would 5:4 6:6, 21 7:11,13, 20,25 8:8,12 9:6,14 10:2 12:16 13:21, 23</p> <p>wouldn't 8:14,17 12:8</p> <p>WR-2025-0294 4:10 15:10</p> <p>written 14:24</p> <hr/> <p>Y</p> <hr/> <p>yard 13:5</p> <p>Yeah 6:8</p> <p>years 8:11</p> <p>yes 5:6,16 9:13 10:23,24 11:14</p> |
|--|--|---|---|--|