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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 )

WEDNESDAY, JUNE 11, 2025  
6:00 p.m.

City of Ozark  
Spring Room/Bluff Room/River Room  
1530 W. Jackson  
Ozark, MO 65721

VOLUME 3

Transcribed by:  
Melissa Eicken

1                   JIM BUSCH: All righty, everybody. It's  
2 about 6:00 o'clock. We'll go ahead and get started.  
3 I know there's still a handful of people outside, but  
4 it's a -- it's a big crowd and a -- people are wanting  
5 to get their voices heard, so.

6                   Welcome to being here tonight. We truly  
7 appreciate everybody showing up. My name is Jim Busch,  
8 and I'm the division director of the industry analysis  
9 division with the Missouri Public Service Commission.  
10 We, in conjunction with the Office of the Public  
11 Counsel, started these town halls because we want to  
12 hear from you. So we're here tonight to host this  
13 town hall meeting regarding Liberty Utilities.

14                   As you may or may not know, the Missouri  
15 Public Service Commission has opened an investigatory  
16 docket. That Case Number is 00-2025-0233. And what  
17 that investigatory docket does is, it directs its  
18 staff to investigate the billing inconsistencies and  
19 billing problems that Liberty customers have  
20 experienced over the past year or so.

21                   Joining us tonight, we have additional  
22 members of the Commission staff who are spread  
23 throughout the -- the audience and who are outside.  
24 We also have representatives from the Missouri Office  
25 of the Public Counsel. And the Missouri Office of the

1 Public Counsel is the state agency that represents the  
2 interest of utility consumers in front of the Missouri  
3 Public Service Commission, and we also have  
4 representatives from Liberty Utilities, and besides  
5 these five individuals that are here, they also have  
6 their customer service people and billing people  
7 outside to assist anyone who has specific issues on  
8 their bills to try to help resolve those issues  
9 tonight, if we possibly can.

10           So if there's any particular issue that you  
11 have that is really specific to your issue or  
12 anything, please reach out to somebody with Liberty,  
13 find somebody with the Commission staff, somebody from  
14 the Office of Public Counsel, and they will be happy  
15 to try to help you and get you the answers that you  
16 deserve. If you previously attended a PSC local  
17 public hearing -- and I know we've had them in this  
18 room before -- this town hall will be a little  
19 different from previous LPHs. Tonight, we will not be  
20 taking any formal testimony. There's not a judge  
21 here. So this is about you. This is about your  
22 voice, your experiences, and your concerns.

23           Staff and the public counsel as well as  
24 Liberty, we're here to listen, we are aware of many,  
25 many billing problems, but we also know that we don't

1 know everything. We had a meeting -- and new  
2 information was discovered last night, and I think  
3 there's a few things we heard this morning when we  
4 were down in Branson. So it's essential we hear  
5 directly from you. Your input will help us ensure  
6 that our investigation covers a full scope and issues  
7 that Liberty customers have faced.

8           As you look around the room, we have a very  
9 strong turnout tonight, so make sure that everybody  
10 has an opportunity to speak, we ask you to make sure  
11 you keep your remarks brief and focused as possible.

12           This is being recorded. And even though we  
13 do not have a reporter here, we will have it  
14 transcribed so that when we hear your comments, the  
15 staff and public counsel especially can go back and  
16 review it, to make sure that we've heard your  
17 concerns, and we can address that in our investigatory  
18 docket. So in light of that, we ask that you be  
19 respectful of one another and try to avoid talking  
20 over each other, as overlapping speech makes it very  
21 difficult to capture the clear record that we're going  
22 to need and the transcriber's going to need to make  
23 sure that we hear what everything's being said.

24           In that investigatory docket, staff is  
25 currently required to file quarterly updates with the

1 Commission on the progress of its investigation. And  
2 part of that investigation, we are holding four town  
3 hall meetings. This is the third one, and tomorrow  
4 night is our fourth one which is in Joplin. The  
5 feedback that we gather at these events will inform  
6 staff's future reports and any recommendations we  
7 ultimately make to the Commission. At this time that  
8 date for the final report is to be filed. Part of  
9 that is because we're still learning stuff, and we  
10 don't want to file a final report until we have a  
11 pretty good idea that we know what all the issues are.  
12 Liberty also has a pending electric rate case before  
13 the Commission, and it's possible that some of the  
14 issues raised here tonight could also be addressed in  
15 that proceeding. So depending upon what staff  
16 uncovers or what the staff of public counsel uncovers,  
17 we may address that part of it in the Liberty's rate  
18 case or we may also address that in a separate  
19 complaint that we might file in front of the  
20 Commission.

21           With that said, if you have general issues  
22 about the -- the rate case or rates or things like  
23 that in general, there will be local public hearings  
24 in case, sometime in July. I don't know exactly where  
25 we'll be yet, so. It'll be in July, so there will be

1 the opportunity to discuss rates and the rate impacts  
2 at that time as well.

3           There is a sign-up sheet outside. And, so  
4 far we have, I think, around 30 people signed up, and  
5 I'm sure we'll have more. If you do not sign up but  
6 would like to speak, we will have -- hopefully have  
7 opportunities for additional comments at the end, once  
8 we finish going through that list. When you are --  
9 when your name is called, we'll ask you to please come  
10 to the podium. If you have any mobility issues or  
11 don't have a way to get there, we -- Russ over there  
12 has the wireless mic, and he'll get that to you. If  
13 you would prefer not to speak tonight or if we do  
14 happen to run out of time, please, you can still share  
15 your concerns with us. There are comment sheets out  
16 there that you can write your comments down and hand  
17 them to a member of staff, and we'll take those back  
18 with us to Jeff City. Or you can also go out and  
19 submit them online at our website and all that  
20 information is included in -- in the information  
21 outside.

22           I know I'm forgetting other stuff, but  
23 somebody here will -- will speak up for me, so. So  
24 before we begin hearing from you, I'd like to let the  
25 Office of Public Counsel make some brief remarks to

1 open up, and then I'll have Liberty, and then Curt, a  
2 fellow Commission member, will also tidy up what I  
3 forgot.

4           GEOFF MARKE: Good evening. My name is Geoff  
5 Marke. I'm the chief economist with the Missouri  
6 Office of Public Counsel, and I really want to thank  
7 you for being here tonight. Don't want to -- really  
8 want to emphasize the fact that your voice matters.  
9 And quite frankly, like we need it to build a record.

10           To echo a little what Jim said -- well,  
11 first of all, a little better off, we represent the  
12 public. All right? So put it in laymen's terms. I  
13 am paid to be a skeptical. We produce the case, we --  
14 we effectively look at the larger investigatory docket  
15 that's being played out here. We'll ultimately be  
16 making recommendations in one of two tracts that Jim  
17 talked about. The first one's the investigation.  
18 There's no time limit on that, but it is in the  
19 process. It has been in the process now for several  
20 months. Obviously, these meetings are flushing out  
21 more issues. The end result is that, that could  
22 result in a complaint case and further action from  
23 that.

24           Now, what does that mean? It can mean a  
25 lot of things. It can mean refunds. It could mean

1 nothing. It could mean changing the way that we're  
2 currently billing practices. Any number of other  
3 issues that would ultimately play out.

4           The other tract is the rate case itself.  
5 And in the rate case, which again a local public  
6 hearing next month is specifically over that, but the  
7 issues that are germane here are going to be relevant  
8 in that rate case as well because they're tied to  
9 actual investment, namely, the computer software  
10 system and the billing. I ask that you do something,  
11 you know, critically important here. We are recording  
12 this information. We plan on transcribing it in the  
13 future. And quite frankly, I mean, if we find good  
14 information or issues that we have not heard before,  
15 we want to put that in the record. We want to go  
16 ahead and populate that. So please when you get up  
17 there, speak into the microphone so we're able to  
18 record that and present that information in a future  
19 date.

20           The last thing I'd like to focus on is the  
21 issues at play here. So there's a larger issue of  
22 going -- what's taking place -- as a whole, and that's  
23 a collective effort. Then there's your bills in  
24 particular. And it runs the gamut right now of -- of  
25 issues that we've heard. After you have an



1 opportunity to speak, you're going to have an  
2 opportunity to go back -- you're probably going to be  
3 directed to go speak with either the company table,  
4 the PSC table, or the OPC table. It's critically  
5 important that you understand the difference between  
6 the three. The company table. If you have not spoken  
7 with the company already about your problem,  
8 obviously, that should be your first step. Address  
9 it, record it as -- to the extent possible that you  
10 have sought that remedy, and if you're frustrated, if  
11 there's an answer that can't be given, if you feel  
12 like your bill is inaccurate in some capacity or  
13 another, understand that you're not limited to just  
14 that option. You can file a formal complaint. You  
15 can do an informal complaint. At a minimum what you  
16 can do is go to these independent agencies, the PSC  
17 staff or the OPC.

18 I've got a set of business cards that are  
19 up there. Please feel free to take one. My e-mail  
20 address is on there. I'd be more than happy to --  
21 to -- or me or somebody from my team to follow up on  
22 your particular issue. Because the -- quite frankly,  
23 the amount of dollars that we're hearing with some  
24 individuals is quite large.

25 So without further ado, I, again, just want

1 to echo that I really appreciate everybody being here  
2 today. And speak up. Thank you.

3           TIM WILSON: Thanks, Jim. Thank you to the  
4 staff of the Missouri Public Service Commission, to  
5 the Office of Public Counsel for inviting us to  
6 participate today in this town hall. And thank all of  
7 you for taking time out of the audience to be here as  
8 well. We value the customer feedback, and we look  
9 forward to listening and learning and answering  
10 questions from our customers.

11           My name is Tim Wilson. I'm the president  
12 of the Empire District Electric Company, doing  
13 business as Liberty Utilities, and I've been serving  
14 Empire for 28 years. I've held nearly every job from  
15 janitor to my -- to my present job and have dedicated  
16 my career to making sure our communities have reliable  
17 electricity. I know you expect and depend on this  
18 essential service.

19           I'm also here representing the hundreds of  
20 Liberty team members and employees who live in the  
21 communities we serve, including line workers,  
22 operators, engineers, customer service reps, and many  
23 others who work literally around the clock to keep the  
24 lights on in your homes, schools, hospitals, senior  
25 centers, and businesses. We're proud to work for

1 Liberty, and we want you to be proud to have Liberty  
2 for your service utility provider.

3           So how did we get here? As you likely  
4 know, we implemented a new software system which  
5 included changes to our billing systems. This new  
6 system was implemented across our entire company, not  
7 just here locally. Approximately 10 percent of our  
8 customers in Missouri experienced billing issues  
9 following that implementation. We want to acknowledge  
10 that these issues more heavily impacted communities  
11 where we provide both electric and water, like we do  
12 here in this community, like we do in Branson, like we  
13 do in Bolivar, and like we do in Aurora.

14           I want to start by apologizing to those who  
15 experienced issues. We know it's frustrating and  
16 certainly, inconvenient. And it's taken us longer  
17 than we planned to complete the transition. We have  
18 had and continue to have a team of people across our  
19 company working to resolve issues and to improve our  
20 billing and customer service overall.

21           I am pleased to share that we're making  
22 steady progress. In fact, most of our 350,000  
23 customer connections across a six-state region are  
24 being billed as they should. However, we still have  
25 work to do so that all of our customers have a good

1 billing and customer service experience. We are fully  
2 committed, and I am fully committed to continuing to  
3 make improvements to better serve all customers.

4 This evening I have here with me Charlotte  
5 Emery, our senior director of regulatory. She'll be  
6 here to field regulatory questions and general  
7 questions. Diana Carter, our director of legal to  
8 make sure that we all have everything straight.

9 Candice Kelly, our director of customer care. She'll  
10 be here to help answer customer care questions. And  
11 several -- as previously mentioned, our topnotch  
12 customer service team members are here with their  
13 computers.

14 Please take advantages of this opportunity  
15 to work one on one with them, if you don't have  
16 questions answered yet. Or if you prefer, of course,  
17 you can always call us and come to the welcome  
18 centers.

19 We also have Eric Larson here with us.  
20 He's the senior manager of capital administration and  
21 planning for our water utility, and he'll be here to  
22 field any water questions that you have.

23 I do also want to emphasize that customers  
24 who received a delayed bill or didn't receive bills  
25 for some time are given at least twice the length of

1 the delay to pay that bill in full. So for example,  
2 if you didn't get a bill for two months, you would  
3 have at least four months to pay. We want to work  
4 with our customers and make it right.

5 Again, thank you for having us. We're here  
6 to listen, learn, and help. Thank you.

7 CURT GATELEY: My name is Curt Gateley. I'm  
8 with the Public Service Commission staff. I'd like to  
9 start off with letting you guys know that I have been  
10 impressed with the solutions that the on-site Liberty  
11 customer service representatives have been able to --  
12 to -- how quick they've been able to help people.  
13 I've heard at previous meetings, some folks didn't  
14 have some great time trying to make, you know, contact  
15 with folks on the phone. These folks here know what  
16 they're doing. And their bosses are here. So I would  
17 try to take advantage of that opportunity, if you've  
18 had any frustrating experiences trying to get through  
19 on the 1-800 numbers and such.

20 If you've -- if you're familiar with any of  
21 our previous local public hearings, the testimony  
22 portions of that are -- are recorded and are posted on  
23 the web on YouTube. None of this is being broadcast.  
24 We're recording it, so we can make the transcripts,  
25 but if you have any concerns about, you know, being

1 put out on the Internet, none of this is being  
2 broadcast.

3 Obviously, the main issue that customers  
4 are dealing with is the billing problems. We want to  
5 hear about other service problems, too. We want to  
6 hear about water outages. Anything that you want to  
7 express, we want to hear about it. But you will have  
8 another opportunity, if you're concerned about  
9 those -- the electric rate cases, as Jim mentioned,  
10 there will be separate local public hearings focused  
11 on that electric rate case later. So you will -- you  
12 will still have those opportunities.

13 This meeting is going to go for quite a  
14 while. And I am fully aware that some folks, if you  
15 happen to sign up late, we might not get to you.  
16 We're going to keep going. We don't have any planned  
17 breaks. We might individually have to step out and  
18 take a break, but. We're going to keep going to try  
19 to get through as many folks as possible. If we -- if  
20 we ask you to move -- ask to move on to somebody else,  
21 we're usually trying to get someone to work with you  
22 one on one, so we can move it on and get to the next  
23 person in line. Thank you for coming out tonight.

24 JIM BUSCH: All right. So I'll start  
25 calling the names. And I do apologize in advance

1 because I will butcher most of your names, so I do  
2 apologize for that.

3 The first name on our list is Douglas  
4 Hickman.

5 DOUGLAS HICKMAN: Okay. Most of my  
6 questions have already been answered, but my reason  
7 for being here is the billing system. We have  
8 received bills the day they were due, the day after  
9 they were due. We have mailed our checks in, paid  
10 fully. It'S taken up to three weeks to get a check  
11 cleared through our bank. These systems that you  
12 have, I don't understand. I have a background in  
13 computers. How you can implement a system throughout  
14 your company that hasn't been thoroughly tested is  
15 beyond my comprehension. So I'd like to know what is  
16 being done to correct these billing problems.

17 CHARLOTTE EMERY: So I'll attempt -- and  
18 some of my co-workers to jump in, too, to try to pick  
19 up the pieces where I'm going to miss. But there's  
20 been a -- a lot of work put in. I want to first say  
21 thank you as well for showing up. It's a lot of faces  
22 to see, and we are here to -- to do our best to  
23 explain how we got here.

24 So that system was implemented last April  
25 and that has been over a year. And as Tim said, that

1 took much longer than we anticipated. But the -- one,  
2 a new system is complex in trying to make sure that  
3 the training that we give our team members is  
4 appropriate. I will say I think we fell short on some  
5 of the training especially when it comes to the  
6 customer care team in trying to make sure that they  
7 were fully equipped to answer the questions that you  
8 all might have had when you called in. But it's not  
9 because they don't care. It's not because they don't  
10 provide the great service. It was because we  
11 misstepped (inaudible) the right testing of it. But  
12 then -- and Candice can help me here, but we also --  
13 the system itself was set up with a lot more tests to  
14 make sure that the bills that we send out are  
15 accurate, and we -- we set those -- the thresholds  
16 very conservatively, and it caused a lot of the bills  
17 to have to be processed manually, and that caused a  
18 huge backlog.

19 And, so around the -- and this is the time  
20 frame, but around October we really put a lot of  
21 forces into making sure that we get that backlog taken  
22 care of and get those exceptions down and the  
23 thresholds to an appropriate level. And, so since  
24 October, we have been working on that, and that's  
25 probably why many of you may have started receiving



1 bills lastly this year to make up the fact that you  
2 hadn't possibly received those bills starting in April  
3 of last year. So we have worked through that.

4 We're also now thoroughly testing. We  
5 think that there's around four different areas that  
6 are still needing assistance, which one of them has to  
7 be the ones that are dealing with customers that have  
8 water and electric on their bill. That's giving us  
9 a -- a challenge. We think we have a plan to get that  
10 fixed.

11 Another one that's giving us a lot of  
12 challenges are those customers that we call collective  
13 billing, so that maybe that's the ones that have  
14 multiple premises, multiple locations, trying to get  
15 those billed. Those take a long time. We're still  
16 working through that.

17 So we've had some issues with our AMI.  
18 And, so we're working through those. My -- oh, the  
19 proration of some customer charges, that's also an  
20 area that we're continuing to work on. But that's the  
21 plan. Our goal is to, over the next couple of months,  
22 keep knocking those out, so we can make sure that we  
23 get the bills out to you all timely and accurately.

24 GEOFF MARKE: Real quick, a show of hands,  
25 how many people are here because of the billing

1 issues? Okay. Thank you.

2 JIM BUSCH: Next on the list is Kathy  
3 Foster.

4 KATHY FOSTER: I'm not going to dwell a lot  
5 on the billing issues because everybody's already  
6 pissed off about that. So we won't go any further  
7 with that.

8 Back in February, I actually called the  
9 office because my bill went up by \$7. Well, that's no  
10 big deal, but what my concern was, is I went up from  
11 using 2,000 gallons to 4,000 gallons. Does anybody  
12 know how much 4,000 gallons is? That's a hell of a  
13 lot of water. We're a four-person family. So that  
14 means each of us is using a thousand. Figure that.  
15 That's a shit load of water. Okay. That wasn't bad  
16 enough.

17 Well, in the past, the bill was only 471.  
18 Okay. I understand. Everything's going up. Well, my  
19 rates went up to 10.52. Well, that's \$7 raise. Well,  
20 everything is going up. You know, no big deal with  
21 that, but at the same time I'm now using 6,494 fucking  
22 gallons. Now, that's a shit load of gallons. I  
23 called the office, and another thing that's been on my  
24 bill the last couple of months, I don't know if  
25 anybody's noticed it with their water bill, but I'm

1 now being charged for a 3-quarter inch meter. What  
2 the Sam hell is that? I'm getting charged \$26. Well,  
3 I called the office today. Well, the reason you're  
4 charged \$26 for the month of May was because my  
5 3-quarter inch meter must have shrunk because I'll be  
6 damned, the next month it only cost me \$24.27. Now,  
7 is my meter shrinking or what the hell happened? And  
8 like I said, if my meter is shrinking, why is there so  
9 damn much water running through my line to give me  
10 6,000 gallons now? That's my complaint.

11 ERIC LARSON: Kathy, thank you for coming  
12 in.

13 KATHY FOSTER: You're welcome.

14 ERIC LARSON: If I -- if I could -- if I  
15 could, could I ask Ms. Foster? Well, if -- I know  
16 they're trying to record this, so if -- if you -- if  
17 you don't speak into the microphone, they won't be  
18 able to hear it. So could I ask what -- where -- just  
19 the city you're living in.

20 KATHY FOSTER: Kliever.

21 ERIC LARSON: I'm sorry?

22 KATHY FOSTER: Kliever, Missouri.

23 ERIC LARSON: Kliever. Okay. And the -- I  
24 won't speak to the amounts of water that's based on a  
25 meter read. Now, whether those are accurate at this

1 point, I'd have to go look at the accounts. But  
2 related to the meter charge, utilities are generally  
3 billed in two segments. There is what is called a  
4 fixed charge. Now, on the water side, that fixed  
5 charge is a -- is -- is designated by the size of your  
6 meter. So if you have a 3-quarter inch meter, you get  
7 one charge. If you have a -- a larger -- say you have  
8 a larger home and you're -- the meter needs to -- the  
9 main -- the service lines to be larger, say a 1 inch,  
10 one and a half inch, there's a higher charge for the  
11 size of the meter, so that designation is simply  
12 calling out the size of your meter and -- so that your  
13 charge is linked to that size. So that's how big the  
14 pipe -- the service line is that serves your home.

15 KATHY FOSTER: Okay. Why was I not aware  
16 of the fact that I must have went from one size meter  
17 to a 3-quarter inch meter? Why was I notified to that  
18 change?

19 ERIC LARSON: I'd have to look at the bill.  
20 Generally, what I'm anticipating is, we did have a  
21 rate change. We did just finish a rate case. And  
22 rates that went into effect, so that meter charge when  
23 that rate went into effect would have changed. And --  
24 and if you're -- depending on where your billing  
25 cycle -- I believe that was April 1st of -- and if

1 that would have been prorated depending on when your  
2 meter was read; right? So water usage up to that  
3 effective date would have been at the old rate.  
4 That's why you'll see a change in April and March --  
5 excuse me, March and April. Depending on when your  
6 bill -- when we -- the dates we read your meter which,  
7 you know, we're reading meters all the time, so.  
8 There may have been a proration, and then it should go  
9 to a flat-dollar amount and stay there until our next  
10 rate case.

11 KATHY FOSTER: And this was very nice of  
12 you all giving us extra months on the screwed-up bill  
13 that you all finally billed us on. I appreciated  
14 that. At the same time I was still continuing to get  
15 a prorated bill of over 2,000 some odd gallons which  
16 was actually a total of almost 4,000 the following  
17 month.

18 ERIC LARSON: The amount of water --  
19 I'll -- again, when we bill water usage, it is in  
20 specific increments; right? So we bill a -- in, I  
21 believe, is it a thousand gallons that we're doing? I  
22 believe. In thousand gallons increments. So if you  
23 get to a thousand and one, it goes up to two. And  
24 just -- just -- and folks -- folks very often don't  
25 understand the amount of water that folks will use.

1 They -- a running garden hose will push out 10 gallons  
2 a minute. And you leave it on for an hour, and that's  
3 a lot of water. And it's -- it's not -- so to be  
4 quite honest with you, 6,000 gallons for a family  
5 of four is not a lot of water.

6 KATHY FOSTER: Well, it's a shit load when  
7 you're used to only using 2,000 or 3,000.

8 ERIC LARSON: Fair enough. The variation  
9 in there makes me wonder that we need to look at the  
10 meter reads and understand if that's accurate.

11 KATHY FOSTER: I called the office, and  
12 they said, well, we have to do one of two things.  
13 Number one, we'll have to write you up an order to  
14 have somebody come out and check your meter. And I  
15 said, well, get the damn thing written up. Okay.  
16 Then they said, well, you'll have to do another thing.  
17 We'll have to have somebody come out and make sure  
18 that there's no leakage. I've been on the fire  
19 department. Our tanker holds 4,000 gallons of water.  
20 If I'm using 6,000 gallons of water, I damn well ought  
21 to know whether I got a leak or not.

22 ERIC LARSON: Well, again, depending on the  
23 nature of the leak, those --

24 KATHY FOSTER: That would have been a damn  
25 big leak.

1                   ERIC LARSON: Well, fair enough. But  
2 the -- what -- what has -- what you need to understand  
3 is the nature of it and where it's at. Very often in  
4 parts of this state where we have very rocky soil,  
5 water that gets in the ground can disappear in the  
6 ground, and you don't even know it's happening, if you  
7 don't see it leaking, so. That's -- every situation  
8 is unique, and we need to take a look at that. If you  
9 have a leak, and we can help you identify that, that  
10 helps bring your water bill down. And we're happy to  
11 do that. And we encourage that if we think that there  
12 could be an issue.

13                   KATHY FOSTER: Okay. Those were addressed,  
14 and I still have an issue, the fact I'm using almost  
15 7,000 gallons of water now.

16                   CURT GATELEY: If somebody from the company  
17 could work with her individually, so we can -- we can  
18 move on.

19                   ERIC LARSON: Absolutely.

20                   KATHY FOSTER: That would be fine. I  
21 appreciate that.

22                   CURT GATELEY: I would encourage anybody who  
23 sees their water usage, in particular, start climbing,  
24 take advantage of the opportunities as you're able to  
25 have them come out, shut off all the water in the

1 house, if the meter's still turning, then in theory,  
2 water's flowing through somewhere, whether it's a  
3 stuck toilet flapper valve or what-have-you, but  
4 that -- that opportunity, have them come out and look  
5 can be very helpful before you go spending any money  
6 paying a plumber or something like that. But anybody  
7 who sees their usage start climbing like that I would  
8 suggest making that effort.

9           From my perspective, my experience,  
10 throughout most of Missouri, a family of four is using  
11 just under 4,000 gallons on average. Some people are  
12 more frugal than others. In St. Louis where we have  
13 more folks who do irrigation, that sort of thing, they  
14 have flower beds, it's over 6,000 for a typical family  
15 of four, so. It can vary quite a bit. But I would  
16 strongly suggest folks look for that opportunity to  
17 try to find some leaks.

18           JIM BUSCH: All right. The next on our  
19 list, Sandra Ohoven (phonetic).

20           SANDRA OPOVEN: Thank you guys for showing  
21 up. It's amazing how many (inaudible) as many as I've  
22 spoken to, many representatives on the phone, and none  
23 of them have been able to help me. I even spoke to  
24 one gentleman about my billing. I sometimes get two  
25 statements for the same month with different amounts



1 on them for -- that say I have to pay this amount.  
2 One time I even got a nasty letter saying that they  
3 were going to turn me over to a collection agency.  
4 Keep in mind, I have auto pay. Okay. I have had auto  
5 pay for about a year and a half. And the gentleman I  
6 spoke to in March offered me a discount of \$40 if I  
7 pay my bill today. He'll give me \$40 off my bill, and  
8 I'll only have to pay \$169. I said, I don't want \$40  
9 off my bill. I don't -- why would I want to do that?  
10 I'm on auto pay. The bill was paid.

11 TIM WILSON: Ma'am, where did you get that  
12 number, and what was that number because we -- we  
13 don't offer that, and I'm afraid that, that was a  
14 scam.

15 SANDRA OPOVEN: I know it sounds like a  
16 scam. But it was a -- the number that I called a  
17 number of times, a representative of your company. I  
18 kid you not. How could it be? I've called the same  
19 number for -- for -- to speak with a representative.

20 CANDICE KELLY: We've heard that --

21 TIM WILSON: Do you have the number, ma'am?

22 SANDRA OPOVEN: Let me get it for you. My  
23 notes are scratchy.

24 TIM WILSON: Well --

25 SANDRA OPOVEN: I have a date, and I have

1 the gentleman's first name --

2 CANDICE KELLY: Okay. Can --

3 SANDRA OPOVEN: -- and all these  
4 conversations are recorded that are --

5 CANDICE KELLY: Our conversations are  
6 recorded, yes.

7 SANDRA OPOVEN: Correct. Good. On March  
8 12th. His name was Gordon.

9 CANDICE KELLY: Okay. I do not have an  
10 employee named Gordon.

11 SANDRA OPOVEN: How could it be a scam when  
12 the representative -- I'm sorry (inaudible) so big.

13 CURT GATELEY: And quite frankly, we've  
14 started hearing about this. We -- we had received  
15 some comments that weren't as -- didn't include as  
16 much explanation as what we had heard at some of these  
17 last couple of meetings. We -- we've been putting our  
18 heads together trying to figure this out because I've  
19 never heard of -- of this level of ability to have a  
20 scam, but we had folks reporting that people started  
21 asking folks who were posing as customer service  
22 representatives, start asking for social security  
23 numbers --

24 SANDRA OPOVEN: Oh, no.

25 CURT GATELEY: -- whenever you're asked that,

1 but to the -- to the customer --

2 SANDRA OPOVEN: He discussed my bill.

3 CURT GATELEY: Yeah.

4 SANDRA OPOVEN: He discussed my bill.

5 CURT GATELEY: What folks said to us, they  
6 called a number on a bill and ended up with a scam.

7 SANDRA OPOVEN: I called the number that's  
8 listed on -- on one of my bills for a service rep.

9 CANDICE KELLY: Sandra?

10 GEOFF MARKE: Sandra, would it be possible  
11 for you to -- I think this is something we're going to  
12 need to go ahead and investigate further.

13 SANDRA OPOVEN: All right. This is not  
14 even my main issue here.

15 GEOFF MARKE: Oh, please go on. Because that  
16 one's pretty bad.

17 SANDRA OPOVEN: Okay. I have two bills for  
18 June. That's just one of the months that I have two  
19 bills for June. What happens is, on page 2, when it  
20 says the payment was received or was not received, the  
21 amount that's shown has already been paid. It's taken  
22 out automatically, supposedly. But I have July of  
23 last year that they didn't even take anything out, and  
24 I can understand a double payment after that, but. I  
25 have so many instances where it says the payment was

1 not received. How could it not be received if I have  
2 auto pay? Uh-huh. I have a number of those.

3 GEOFF MARKE: Sandra, what's your current  
4 balance?

5 SANDRA OPOVEN: Pardon?

6 GEOFF MARKE: What is your current balance?

7 SANDRA OPOVEN: My current balance on the  
8 last one that I just got in June -- well, which one am  
9 I going to look at here? There's two of them in June.  
10 I have one that says balance forwarded was 71.82. And  
11 I have one that says balance was 81.39 received.  
12 Balance forwarded is \$69.44.

13 GEOFF MARKE: Please, by all means, hit the  
14 table. Be sure -- you know, be sure to talk to the  
15 company, but also be sure to circle up at the PSC and  
16 OPC on this. We want to get your information.

17 SANDRA OPOVEN: All of these I've gone over  
18 with my bank account, too. And I have a list of  
19 exactly how much was taken out. And some of it is,  
20 is -- the amount they say wasn't paid was paid.  
21 They -- they're adding it to my bill on the following  
22 month, and Liberty is putting it on here and saying I  
23 haven't paid it, so it's a double amount, and I've had  
24 like three or four bills here that are double billed.

25 CANDICE KELLY: Sandra.

1 SANDRA OPOVEN: My checkbook is a mess.  
2 I've decided to start at the bottom and work backwards  
3 with that, you know?

4 CANDICE KELLY: Ms. Sandra, I've -- I do  
5 have a question. Do you -- are you aware whether you  
6 have a preferred due date or it's drafted the same  
7 month -- or the same day every month?

8 SANDRA OPOVEN: Oh. Well, exactly --  
9 whatever it says on the bill that it'll be drafted  
10 June 10th. May 12th. February 10th.

11 CANDICE KELLY: So what can sometimes  
12 happen, if you're on auto pay, if the invoice that we  
13 mail you is too close to the draft date of the 10th,  
14 for instance, that bill cannot -- or that payment  
15 cannot come out of your account because it doesn't  
16 give the bank enough time to process and for us to get  
17 everything to them for them to process the payment.

18 SANDRA OPOVEN: The bank never told me  
19 anything like that.

20 CANDICE KELLY: And it will put that amount  
21 on your next invoice and draft that amount on the 10th  
22 of the following month, but the invoice itself, it can  
23 sometimes do that where it's drafting two months at  
24 one time, so I would love to have somebody look at  
25 your account with you and see if that's an issue.

1 SANDRA OPOVEN: (Inaudible) that.

2 CANDICE KELLY: And they're sitting right  
3 out there in the hall, and I can promise you, we'll  
4 get you taken care of.

5 SANDRA OPOVEN: Okay. All right. You mean  
6 now?

7 TIM WILSON: Absolutely.

8 CANDICE KELLY: It's up to you, but  
9 absolutely, if you're -- okay.

10 TIM WILSON: Just -- Sandra, just real  
11 quick, you didn't say if you were electric or --  
12 electric or water? Okay.

13 JIM BUSCH: All right. Our next one on the  
14 list is Sue Swanigan. I don't see Sue. Oh, I'm  
15 sorry. Susan Stokes. Is that -- nope. Okay. Close.

16 (Inaudible conversation.)

17 SUSAN SWANIGAN: Oh, somebody's got a mic.  
18 Well, I'm going to try to make it real quick. First,  
19 I want to say the lady that takes care of me at  
20 Bolivar is very nice. You know, she's an employee,  
21 and she does a good job. So I want to say before I  
22 have a message for you. It does not concern me. But  
23 they asked me to tell you the habitat house in Buffalo  
24 they just built, it's empty. Nobody's ever lived in  
25 it. Their bill is running over \$400 a month. Would

somebody please look at that?

GEOFF MARKE: Could you say the name of the house again?

SUSAN SWANIGAN: It's a habitat house.

GEOFF MARKE: Okay.

SUSAN SWANIGAN: Yes. I was with some of them today, and it was -- I think they said it was \$419 with nobody living there.

CURT GATELEY: Do you have the address?

SUSAN SWANIGAN: I believe it's down on [REDACTED]. Let's see. [REDACTED]. [REDACTED]. And I'm sure it's built on habitat.

The problem I have, my bill is awfully high for what I have. But I have an outbuilding that used to be a kennel, and I have cut it down just to a small -- I think it's 12 by 13 or 14. And I have a light bulb in there. A light bulb. My bill runs from \$45 to \$200 for a light bulb. Now I run it 24 hours a day, but it is one of them funny ones, not the curly ones, the ones that's the net. So I put solar lights in there, and I shut off everything at the meter. My bill was still \$48 last month. I've not got one this month. So if somebody would please look at that, but \$150 for a light bill is awfully high for a light

bulb.

CANDICE KELLY: And you said it used to be a kennel?

SUSAN SWANIGAN: It used to be a kennel.

CANDICE KELLY: So is it on a commercial rate?

SUSAN SWANIGAN: No.

CANDICE KELLY: Okay. Do you have that address?

SUSAN SWANIGAN: [REDACTED].

GEOFF MARKE: Is that in Ozark?

CANDICE KELLY: Is that in Bolivar?

SUSAN SWANIGAN: Buffalo.

CANDICE KELLY: Buffalo. And also, if you want to chat with one of the ladies with the gentleman outside --

SUSAN SWANIGAN: I'm going over to Bolivar tomorrow and pay my bill. I'll talk to her.

CANDICE KELLY: Okay.

SUSAN SWANIGAN: She is very nice.

CANDICE KELLY: Gina?

SUSAN SWANIGAN: Yes.

CANDICE KELLY: She is very nice. Yes.

SUSAN SWANIGAN: That's it. See, I'm quick.



1 CURT GATELEY: For anyone who, you know, when  
2 we're asking to be able to do follow up with you, if  
3 you'd rather not give your address or any other  
4 identifying information on the microphone, perfectly  
5 fine. You know, we can come to you, you can come to  
6 us, and give us some of that information.

7 JIM BUSCH: Veronica and Lance Sheldon.

8 VERONICA SHELDON: Good evening. And I  
9 want to say thank you all for coming tonight. I'll  
10 start with, I wish we would have had something like  
11 this prior to the water increases happening.

12 As you all know, we've talked a bit,  
13 listening to Kathy, we all know there was billing  
14 issues. We've been through those billing issues for  
15 like nine months, and even up to last month still had  
16 a glitch happen. And on that note alone, I would have  
17 hoped that there would have been a pause put on any  
18 additional activity with regards to Liberty and  
19 changes versus us getting the surprise bill increase,  
20 and it's not a small increase either. You're  
21 talking -- I understand. I've been with Liberty for  
22 six years, and I understand there's been no rate  
23 increase for six years. And we all know that it's  
24 logical that we'll get a rate increase. But when you  
25 go from 2.05 per thousand gallons to 10.52, that is

1 exorbitant. You're talking, there's a lot of  
2 individuals -- and I apologize, I put my phone --  
3 that's on me. Okay. There are a lot of individuals  
4 that are on fixed incomes. You can look at this room  
5 here, and I'm sure a lot of these people are being  
6 impacted by it. Our community, everybody was like,  
7 what is going on? My bill went from \$30 to \$80?

8           An example is, last year, and in 2024, and  
9 Kathy, this may shock you, but we're a family of  
10 three, and we used 9,000 gallons last May. And it  
11 costs us \$40.28. This May we only used 5,492, but it  
12 cost \$84.62. If we had used the same volume as last  
13 year, our bill would have been \$121.89 versus 40 from  
14 last year. That is not -- that's not reasonable.

15           How are people supposed to budget for that?  
16 And again, we didn't have a nice town hall like this.  
17 We weren't able to speak about that. What is  
18 reasonable increases?

19           I have a brother that lives in southern  
20 California. Southern California. He's got four  
21 people in his house. They take multiple showers a  
22 day. I think they go over 9,000 on a regular basis.  
23 His bill is less than mine right now. We live in  
24 Nixa, but we're in Stone County. I talked to people  
25 in Nixa, and their water bills are what ours was prior

1 to this increase. So this is a big shock for  
2 individuals. We weren't communicated. We had no  
3 idea. Is this -- you know, we're being told, oh,  
4 we're doing all these great initiatives, we're going  
5 to have, you know -- we'll be able to get water to  
6 your house. If there is a fire, we're going to do all  
7 of this improvement. Well, are we paying for this all  
8 right now today? Because our families are suffering  
9 with these increases. And we don't know. Is it just  
10 going to be for, like, three months and you're  
11 spreading this across everybody and after three  
12 months, we'll go back down? We don't know that.  
13 That's not been communicated.

14           And it's sad to think with everything  
15 that's been going on with the billing and everything  
16 else that we just had these increases like it's a  
17 surprise. I called into Liberty, and I'll agree,  
18 fabulous staff. They're so helpful. They're so  
19 pleasant, but they don't have answers. And they don't  
20 escalate anything. The flip side is that I was told,  
21 hey, well, you know, the Public Service Commission  
22 approved this. So too bad, so sad. You're stuck with  
23 it. You should have spoke up earlier. We didn't know  
24 about it. So I reach out, and I contact Public  
25 Service Commission, and I go online, and I do a formal

1 complaint, I think is what it's referred to. I open  
2 it up. About a week later I didn't hear anything. So  
3 I went back on. And it says that it's been resolved  
4 and closed. I was like, wow, how is it possible that  
5 they resolved and closed my complaint? So I called  
6 in, and she's like, well -- because the Commission had  
7 already approved that increase for Liberty. So  
8 there's nothing that can be done about it. And we'll  
9 just put it in as a comment. What? Where do I go  
10 next?

11 So I did reach out to the governor's  
12 office. I haven't heard back yet. But I don't think  
13 it's okay for rate increases like this to happen and  
14 for the citizens just to be told, deal with it.  
15 Figure it out. Find the money somewhere. We have no  
16 idea how long it's going to last. I -- I just don't  
17 think it's appropriate.

18 DIANA CARTER: Veronica, I'm just going to  
19 pretend that, that was for me. It'll make me feel a  
20 little better. And I'm sorry, I didn't get your last  
21 name or I would have --

22 VERONICA SHELDON: It's Sheldon.

23 DIANA CARTER: Sheldon. Okay. Are you in  
24 the Blue Ridge area for water?

25 VERONICA SHELDON: I don't know what Blue

1 Ridge is. We're River Ridge.

2 DIANA CARTER: River Ridge.

3 VERONICA SHELDON: We've got the Nixa  
4 address, but we are in Stone County.

5 DIANA CARTER: Okay.

6 VERONICA SHELDON: And that's another  
7 little piece, too, and I look over our increases, so.  
8 And I reported this. When I look at my bill, as we  
9 spoke, you know, we did have an increase on the -- the  
10 meter size. You know, it went from -- it was 21.56.  
11 I'm sorry. Yeah. It was 21.56, and it went from 26  
12 (inaudible), so that's, you know, over 4-dollar  
13 increase every month just for the meter to be --  
14 maintained, read?

15 Also, we're getting taxed for Christian  
16 County. We're not in Christian County. But our bill  
17 says Christian County. And that even went up where  
18 our tax charges were point 25. They went now up to 1  
19 percent, so this all adds up.

20 DIANA CARTER: And for the taxes, we want  
21 to get that fixed, if you'll stop out there and make  
22 sure they get the --

23 VERONICA SHELDON: Yeah. They were  
24 supposed to have taken care of that already.

25 DIANA CARTER: Okay. Then I --

1 CANDICE KELLY: Real quick. Sorry, Diana.

2 DIANA CARTER: Uh-huh.

3 CANDICE KELLY: The billing team is out  
4 there that can make that change here today.

5 VERONICA SHELDON: Okay.

6 GEOFF MARKE: Ms. Sheldon, real quick, how  
7 many times do you think you've called customer  
8 service?

9 VERONICA SHELDON: Oh, for Liberty? I've  
10 called quite (inaudible) we had the billing  
11 challenges, and when we got the updated statements,  
12 they didn't make sense to me, so. Again, they were  
13 very -- always very polite, very accommodating. They  
14 sent me copies of things. But even as of last month,  
15 I got an electronic e-mail saying, your bill is ready.  
16 I went online, and I said, oh, great, okay, I'll just  
17 print it up and mail it in, and I mailed it in and  
18 that day that I mailed it in, I got a paper invoice,  
19 and it was a different amount. And, so I called in,  
20 and I said -- I go, okay. I just mailed it in. It's  
21 like \$26 difference. How do we do this? And she  
22 goes, well, you can go on and pay it online, and I  
23 said, is it going to charge me if I pay it online  
24 because I just paid for a postage stamp. I don't want  
25 to have to send it in. She goes, no, if you pay it

1 online, it's not going to charge you. Well, it does  
2 charge you for water. So I called back in, and I  
3 said, this is ridiculous, and she's like, oh, I  
4 checked, and no, no, it didn't go through, and I said,  
5 okay. She goes, we'll just hold it over for you for  
6 next month.

7 So again, it's one of these things where  
8 you get it, you print it up, and then -- I know you  
9 guys are saying you're still working on the billing,  
10 but at what stage do we say, oh, okay it's done now?

11 DIANA CARTER: And Ms. Sheldon, I just want  
12 to say, on the rate case for water, the public hearing  
13 probably closest to you would have been in Branson.  
14 Actually, at the location we just were at, at noon  
15 today for a town hall, and we'll check and make sure  
16 on your particular invoices to make sure that was on  
17 your bills. Notices go out -- it would have been some  
18 time ago because the rate case has been wrapped up.  
19 So it would have been about a year ago.

20 VERONICA SHELDON: Well, this time we got  
21 these lovely letters in the mail, and we got e-mail  
22 reminders as well.

23 DIANA CARTER: Yes.

24 VERONICA SHELDON: I don't think that's too  
25 much to ask for when people -- when you're doing a big

1 change like that. I think the company should take  
2 whatever steps necessary to make sure your consumers  
3 are aware. We don't have -- there's not a lot of  
4 options. You have Liberty or you have your own well.

5 DIANA CARTER: And I -- we're certainly  
6 hearing that, and there was an e-mail sent as well for  
7 the local public hearings in the water case, but I  
8 understand --

9 VERONICA SHELDON: Maybe --

10 DIANA CARTER: -- missed that.

11 VERONICA SHELDON: -- did your billing  
12 system -- maybe they're the ones that were doing your  
13 e-mail as well. I -- I don't know.

14 JIM BUSCH: Well, ma'am, we -- at the  
15 Commission we also heard that, and that is a -- a  
16 process that we're also working on as well to make  
17 sure we work with our utility partners to make sure  
18 that we get more notification out to the consumers to  
19 make sure they are getting those notices for the local  
20 public hearings. The problem with some of them is,  
21 sometimes it's hard to get to all the areas. Like I  
22 said, it might have been Branson, so. We try to do  
23 the best to make sure we get out as wide spread as  
24 possible, but we are hearing that, and we are looking  
25 forward to make sure that the next time a company



1 comes in that we make sure you get the notification,  
2 and you get the opportunity to speak. And I'm a  
3 little concerned when you said you had a formal  
4 complaint. Did they give you a number, a case number  
5 when you did that?

6 VERONICA SHELDON: I do have it. And I  
7 don't know -- I'll look through my paperwork here and  
8 see if I have it jotted down, and if I do, I'll give  
9 it to you.

10 JIM BUSCH: Yeah.

11 VERONICA SHELDON: But they closed it, and  
12 they moved it over to a comment is what they told me  
13 because they said, because the -- the fee increase had  
14 already been reviewed and approved, that they would  
15 not keep it open as a claim or a complaint. They  
16 would move it to a comment. And I guess -- I know  
17 there's a lot of people waiting to speak. So I'll  
18 just close on this note. What is the plan for this  
19 rate increase? And what could be done to bring this  
20 down to a reasonable amount because 10.52 from 2.08,  
21 that --

22 JIM BUSCH: You're talking about the water  
23 increase?

24 VERONICA SHELDON: Yes. The water  
25 increase. What -- what is the next steps? I mean, do

1 we -- do we have to go to the governor? Do we need to  
2 call Trump? I don't know. You know, it just seems  
3 like -- how can you do that to the citizens? How is  
4 that okay?

5 JIM BUSCH: I hear what you're saying.  
6 Unfortunately, on the water side, sewer side, there  
7 have been a lot of massive increases like that.  
8 The -- the process is -- and you're not going to like  
9 the answer. But the process is until the company  
10 comes back in for another rate case, those are the  
11 rates that have been approved, and you know, unless  
12 there's -- unless we can do -- something that shows  
13 that they are over earning, that they're earning above  
14 and beyond a -- a -- what's considered a fair rate of  
15 return, those rates are going to be in effect until  
16 the next rate case.

17 VERONICA SHELDON: And how is that  
18 determined? I mean, again, Nixa doesn't have those  
19 prices.

20 JIM BUSCH: Well, Nixa is probably a  
21 municipal system, and this is Liberty. So Liberty,  
22 when they -- any company comes in for a rate case,  
23 they have to open up all their books and records. The  
24 staff of the Missouri Public Service Commission, we do  
25 a full and complete audit of the records. The Public

1 Counsel, they can also -- they look into it as well.  
2 And then we -- we -- they have their story, we have  
3 what we think is appropriate, and then it either -- we  
4 work through a settlement or it goes in front of the  
5 Commission for the Commission to make an ultimate  
6 decision. And that's the process, but they -- we had  
7 a -- we did a full and complete investigation audit of  
8 their books and records before that rate increase.

9 VERONICA SHELDON: So what I'm hearing is,  
10 you're lucky enough to have land, drill a well. Okay.

11 JIM BUSCH: I'm -- so. Next on our list is  
12 Carla Rogers, Rockers. Rogers. Okay. Betsy Lemon.  
13 Thank you.

14 BETSY LEMON: I don't have as in depth  
15 problems as some of these other people do. I've  
16 only -- I'm new to the area. Moved to Bolivar. First  
17 day, October 1st of '24, open my bank account. They  
18 told me to go over, transfer the electric and the  
19 water from the management at my apartment over to me,  
20 so I went over to the Bolivar Liberty office and wrote  
21 a check. My first check from my new bank, 1001, and  
22 it was for \$60.67. And I made my payment there.  
23 Waited and looked online. Waited for it to come in.  
24 Never came in. Has never come in. And after a week  
25 or so, I went back to the Liberty office, and she

said, well, you came in Thursday afternoon, and our -- our bag for -- of checks had gone to Joplin in the morning. So had to wait one more week before it could go to Joplin, and I said, okay. So I would go ahead and wait until that -- another week because it has to go to Chicago. And believe me, after this, I sent -- I did not go over to the -- I sent it directly to Chicago. But it's floating around some Liberty office, [REDACTED] either in Bolivar or Joplin or Chicago. It has never come in. Now that's -- that was the first problem that kind of surprised me. I'm -- I didn't call anybody after I spoke with her because I figured it's your money. And if -- you know, if you want -- I didn't put a stop payment because sooner or later it could come in, whoever finds it, but then from then on, the -- it was weird.

The billing was really truly weird. Sometimes I got three bills, like one water bill and two electric bills. In fact, the one time in February -- and the thing is, I don't understand why the bills are separated. The water and the sewer and the electricity all have the same account number. They could go on one bill. You don't need to send out two bills. But the electricity came twice in February

1 or March. I can't remember. I broke my heel bone and  
2 wound up three and a half months in the Parkview Rehab  
3 Center. And, so nobody was at my apartment, and the  
4 amounts that they were charging for not having anybody  
5 there but a cat and my friend who'd come in and feed  
6 her and clean the litter box, it shouldn't have been  
7 as expensive. I didn't bring all the paperwork with  
8 me. But -- and then the two electric bills, that's  
9 what I was trying to get to that I got in February or  
10 March. One came a couple of days after the other,  
11 same account number, two different amounts. Well,  
12 that month I only paid one, and I paid the lower one,  
13 but. I didn't know about, you know, how to argue with  
14 whatever the -- the billing was to be, so. I -- I put  
15 all my comments on my bill. I didn't cuss or anything  
16 like that, but I made some nasty comments about this  
17 is ridiculous, and I can understand what your problem  
18 is. Your problem is your programming.

19 I was a former IBM programming analyst, and  
20 when I saw these -- this is -- this is programming.  
21 And you need to have somebody really -- if this had  
22 been -- kind of thing had been happening at IBM,  
23 whoever did it, would have been out the door. This  
24 is -- this is really, really poor programming. And  
25 even now when I'm home, I don't use that much

1 electricity. I don't run -- I still don't have my air  
2 conditioner on. And usually, during the winter, I  
3 don't really have the heater on. I use blankets and  
4 sweaters and stuff. And my cat has fur. So you know,  
5 it shouldn't be as what I think of as expensive, but I  
6 am in a new area, new charges, new meter readings, and  
7 stuff like that, so. I figured this is just what it  
8 is. But I wanted to come and listen to it, and some  
9 of the things I've been hearing are things that I had  
10 to shake my head yes for. And, so, basically, that's  
11 what it is. I won't take up any more of your time.  
12 But I wanted to let you know that you've got a check  
13 floating around your offices somewhere for \$60.67.

14 JIM BUSCH: Thank you. Steven Randolph.

15 STEVEN RANDOLPH: Good evening. I'm not  
16 going to talk about billing. I'm going to talk about  
17 a more serious issue. I live in a subdivision known  
18 as River Fork Ranch. There are two subdivisions both  
19 served in the what's known as the River Fork Water  
20 System. One is River Fork Ranch. The other is East  
21 Bluff. Together, there are 118 homes with  
22 approximately 450 residents. I'm a member of the HOA  
23 board of directors, so I'm here to speak not only for  
24 myself personally, but for all the residents of those  
25 two subdivisions.

1                   Specifically for many, many years, the  
2 hydrant system in the distribution system has not been  
3 exercised, and in fact, we have -- and residents that  
4 will tell you no one has flushed the system for nearly  
5 30 years. That's three, zero years. Every year when  
6 the chief of the Nixa Fire Protection District calls  
7 and asks for permission to flush the hydrants at no  
8 charge to Liberty, he is always denied because the  
9 maintenance people know or at least they have strong  
10 fears that if any of those hydrants open, they will  
11 never be able to close them.

12                   So my request is, either provide a -- a  
13 believable reason why in all those years they haven't  
14 been flushed. We would like for Liberty to provide us  
15 a hydrant flushing schedule, and it may be that  
16 whoever the technical people are, not the maintenance  
17 people, because they're very adamant who look at the  
18 system and realize how decrepitate they are. Our  
19 request is either develop a repair or replacement  
20 program. I'm not sure as a retired mechanical  
21 engineer that after all those years that they are even  
22 operable anymore, so. Kind of believe that the  
23 maintenance people have a good point. There are two  
24 problems that result from this. The first is a health  
25 issue because sediment from any groundwater source

1 builds up. The flushing needs to happen usually on an  
2 annual basis to flush the sediment out. The sediment  
3 builds up for many years, and it harbors bacteria  
4 which cause disease. I should also tell you that the  
5 entire water system at River Fork is not a looped  
6 system. It's an entirely dead-end system, so there's  
7 no way to get decent residual chlorine in the end of  
8 the system.

9           The second more serious problem is that  
10 whether Liberty wants to admit it or not, they also  
11 have a serious property and life safety issue because  
12 those hydrants are inoperable to the fire department.  
13 And, so multiple, multiple tankers have come from  
14 miles away to service a fire there. If you think I  
15 exaggerate, I should also tell you I'm a member of the  
16 board of directors of Nixa Fire Protection District,  
17 and I know what I'm talking about. Lloyd Walls is the  
18 chief of the Nixa Fire Protection District. He would  
19 have already sent a letter to you, but by the time the  
20 letter got to us that said, oh, by the way, we're  
21 going to have town halls, he didn't have time, but he  
22 assured me he will be writing you a second letter.  
23 Does any of you have a question? This is a serious  
24 problem, folks, and it's gone on for years, and it's  
25 got to stop.



1                   GEOFF MARKE: Mr. Randall, I'm going to jump  
2 in before they do.

3                   STEVEN RANDOLPH: Sorry?

4                   GEOFF MARKE: I'm going to jump in before  
5 they do. Just one quick question. Is it River Fork  
6 or River --

7                   STEVEN RANDOLPH: River Fork Ranch.

8                   GEOFF MARKE: River Fork ranch, and please --

9                   STEVEN RANDOLPH: And -- and the  
10 subdivision, both of which are part of our HOA is  
11 known as East Bluff Estates. If you want to know the  
12 address, I can't give you the street address, but it's  
13 at the intersection of Missouri Highway M as in  
14 Missouri and Equine Valley Road. And that's about 5  
15 point -- 5.1 miles south of the intersection of the  
16 Missouri Route 14 and Highway M.

17                   GEOFF MARKE: Thank you, sir. If you could  
18 please take one of my cards.

19                   STEVEN RANDOLPH: Yep.

20                   GEOFF MARKE: My e-mail address, if you don't  
21 mind following up with me or one of my colleagues are  
22 outside there.

23                   STEVEN RANDOLPH: I'm willing to stay until  
24 the end of this meeting because I'd like to address  
25 just the members who represent Missouri Public Service

1 Commission on an ethical issue. Thank you.

2 DIANA CARTER: Mr. Randolph, would you mind  
3 sharing with us who the water provider was previously?

4 STEVEN RANDOLPH: Yes.

5 DIANA CARTER: Because you had mentioned  
6 this had been the same issue for 30 years. So who --  
7 who you had been dealing with all those other years.

8 STEVEN RANDOLPH: I'm well aware that  
9 Liberty hasn't owned that system for the 30 years.  
10 There was a previous owner, and he passed away, I'm  
11 going to say, six, seven years ago, something like  
12 that, and he was notorious for doing as little as  
13 possible. Actually, I'm not sure about this, but I  
14 know he owned five separate systems all of which were  
15 in Stone County. One of the previous ladies, I think,  
16 probably lives in one of the subdivisions further  
17 south of us that he owned, and I confess I forget his  
18 name.

19 UNIDENTIFIED MALE: Yeah. I can't remember  
20 his name either, but I know exactly who you're talking  
21 about.

22 STEVEN RANDOLPH: It'll be easy for you to  
23 find out. So I'm not angry specifically at Liberty  
24 except that each year Chief Walls calls Liberty and is  
25 always denied access to the hydrants. They'll flush

1 them for nothing. But this -- this is a severe  
2 maintenance problem that admittedly Liberty inherited.  
3 Now maybe they didn't know about it, but there's  
4 something called due diligence, and the due diligence  
5 period is long since past. You inherited a problem.  
6 I understand that. But it's a serious problem.

7 ERIC LARSON: Thank you for bringing this  
8 up, and I just was messaging our superintendent, our  
9 foreman, and we -- the operators for that system work  
10 out of the Aurora office, and he assured me we do an  
11 annual flushing. We do that. We haven't done it  
12 (inaudible).

13 STEVEN RANDOLPH: My name and phone number,  
14 if that would assist you.

15 ERIC LARSON: I would appreciate that, and  
16 I'm still trying to most -- I don't know for certain,  
17 but most of the subdivision properties that we own  
18 similar to River Fork, most of those were not built by  
19 the original builders as being fire rated; right?

20 STEVEN RANDOLPH: Correct.

21 ERIC LARSON: Where we have -- so from a  
22 fire protection, they were simply not built to support  
23 fire flow. That doesn't -- the flushing is a separate  
24 issue, you're absolutely right. Fire flow -- so if --  
25 and I don't know -- I'm going to inquire about denying

1 the fire department access, but generally, if it's not  
2 a fire flow system --

3 STEVEN RANDOLPH: Uh-huh.

4 ERIC LARSON: -- there's no reason for the  
5 fire department to be there for flushing. That's --  
6 that's a maintenance -- an operating issue, which we  
7 do.

8 STEVEN RANDOLPH: Chief Walls of the Nixa  
9 Fire Protection District, and I talk fairly  
10 frequently. The last time he and I talked about this  
11 issue was this morning.

12 ERIC LARSON: And I -- again, I need to  
13 make some further inquiries.

14 STEVEN RANDOLPH: I appreciate it.

15 ERIC LARSON: I'm texting here, but please,  
16 I'd love to get your -- your contact information.  
17 I'll share mine. And we'll follow up on this.

18 STEVEN RANDOLPH: Thank you, sir.

19 JIM BUSCH: Thank you. Next, on the list is  
20 Gerald Keagan. Going once --

21 GERALD KEAGAN: Hello. I -- I come to the  
22 meeting because I was going -- I thought it was going  
23 to be discussed on the rate increase. I was more  
24 concerned with that, you know. I see that my rate  
25 increase is going about \$200 a year, and that's quite

1 a bit. I just wanted some input on that, and I wanted  
2 to know if you're going to later on, you're going to  
3 publish a -- an expense sheet to show where the money  
4 is going.

5 CHARLOTTE EMERY: Sorry, sir. Are you  
6 referring to the --

7 GERALD KEAGAN: The money going from the  
8 Liberty, the rate increase to come in, where it's  
9 going to be -- going to expenses.

10 CHARLOTTE EMERY: Yeah. So on the Missouri  
11 electric case, you're asking where the money is going  
12 to go that we're asking for.

13 GERALD KEAGAN: Yeah. Are you going to  
14 publish a sheet to show this --

15 CHARLOTTE EMERY: Yes. Yes. We will. We  
16 will have those local public hearings in July. Let me  
17 get the exact dates for you.

18 GERALD KEAGAN: Okay.

19 CHARLOTTE EMERY: One of them will be held  
20 over in Nixa.

21 GERALD KEAGAN: Yeah. Well, I've been a  
22 resident of Ozark here for 25, 35 years, and I have  
23 Liberty and Liberty's always been good to me. We're  
24 in the modern age right now. Used to be pay things  
25 all by check, but now it's all by online, you know,

1 stuff like that. Makes it more convenient, and  
2 there's really no problems going on with Liberty, and  
3 I never have a problem. And --

4 TIM WILSON: Yeah. We publish a sheet, and  
5 I don't know if it's available yet. I'm sure we  
6 already have that, that gives all of the  
7 infrastructure, and the money that we've spent.

8 GERALD KEAGAN: Right.

9 TIM WILSON: It's already been sent. This  
10 is us asking for recovery, and if you would like that  
11 information, we can certainly give that to you.

12 GERALD KEAGAN: And this was -- I was  
13 expecting something a little bit different, but you  
14 know, I wasn't going to speak, but I thought, well, I  
15 would throw my two cents in there. You know, I've  
16 been happy with them, and a lot of the discussion  
17 here's been kind of out of hand you know, and I --

18 TIM WILSON: Uh-huh.

19 GERALD KEAGAN: Good luck to you all. But,  
20 anyway.

21 TIM WILSON: I appreciate the comments,  
22 Gerald. We -- we'll definitely have a sheet that --  
23 that discusses all of the infrastructure improvements  
24 we've made --

25 GERALD KEAGAN: Okay.

1                   TIM WILSON:  -- that go into that rate  
2 case.

3                   GERALD KEAGAN:  And I know what they're all  
4 talking about because I -- I was a director on the  
5 water association for 20 years, and I was on -- a  
6 councilman for 20 years, too.  And I know how that  
7 works.  So thank you, sir.  You all have a good night.

8                   TIM WILSON:  Thank you.

9                   GERALD KEAGAN:  Thank you.

10                  JIM BUSCH:  Thank you.  Next on the list is  
11 Scott Lightwine.

12                  SCOTT LIGHTWINE:  So I'm here to -- have --  
13 with the property I had in Buffalo.  And I also have  
14 an issue with the fact that there's no accountability  
15 for Liberty.  I had to deal with months and months of  
16 double billing, numerous bills.  When I contacted  
17 Liberty, I've had (inaudible) ignore future billing,  
18 and then I get bills for hundreds of dollars, and I  
19 lived enough life to know that if you can't provide  
20 clear and simple billing, then there's something more  
21 nefarious going on here.  Also, when I closed on the  
22 property recently, I closed on a Friday.  I called  
23 immediately to ask to have the service turned off, and  
24 I asked to have that prorated for the two days that  
25 they said they couldn't do the billing for they had to

1 put it through. They refused to do that. So it's  
2 another example of how petty and greedy Liberty is.

3 And the Public Service Commission is  
4 worthless, too. I've gone through them. I put  
5 numerous complaints through to them. And I get  
6 nothing back because they just rubber stamp your  
7 actions. People are fed up with this. You all  
8 embodied are why people hate corporations.

9 So what are you all going to do about this?  
10 Because I'm out thousands of dollars, and there's no  
11 way that the house that was -- that was thousands of  
12 dollars. There's no way. They lied and that comes  
13 from the top down. And that comes from all of you.  
14 You set that culture. So when people lie to me from  
15 your company, you're the people that I want to talk  
16 to. You're why I'm here and why all these people are  
17 here tonight.

18 CHARLOTTE EMERY: So I want to make sure  
19 I'm understanding. You currently have a billing issue  
20 that has not been resolved.

21 SCOTT LIGHTWINE: I just resolved it a week  
22 ago when I sold the property. But this has been going  
23 on for months before with Liberty in Buffalo,  
24 Missouri, and there are many people in Buffalo, too,  
25 that can't be here tonight that you have a lot of



1 issues with, too.

2 CHARLOTTE EMERY: Okay. So when you're  
3 saying help -- like, I want to try to help you. I'm  
4 trying to understand what the issue is. Did you have  
5 an incorrect bill?

6 SCOTT LIGHTWINE: Correct.

7 CHARLOTTE EMERY: Okay. What was incorrect  
8 about that bill?

9 SCOTT LIGHTWINE: I was double billed. And  
10 then when I told -- I was told to ignore -- when I  
11 called about that, because that was AN reasonable  
12 bill. It was like \$73.58. That was reasonable. Then  
13 they told me that's all you owe. Ignore any further  
14 billing. A week later I get one for \$222. A week  
15 after that, \$242. So this is -- I just know that this  
16 doesn't serve us. And someone's making a lot of  
17 money, and it's not us.

18 CHARLOTTE EMERY: I will -- it's really  
19 hard to answer questions when I don't have your  
20 account in front of me. Do you have --

21 SCOTT LIGHTWINE: The public service does.  
22 How many complaints have I made there? Look it up.

23 GEOFF MARKE: You know who you talked to at  
24 the Public Service Commission?

25 SCOTT LIGHTWINE: I've talked to Jay

1 Eastlake (phonetic), the head of it, and Jordan is the  
2 investigator that I've had that I made numerous  
3 complaints to. And every time they get the billing,  
4 they just, oh, well -- the other issue I have, when I  
5 requested a meter read, for them to check the meter,  
6 oh, well, I got a nasty response from the customer  
7 service rep that I was -- that I only found out about  
8 that from the Public Service Commission. Liberty  
9 didn't tell me that. And then Liberty gets to check  
10 their own meter. Why can't we have an independent  
11 body that checks it because I don't trust any of you?

12 CHARLOTTE EMERY: Is that an electric  
13 meter, I'm assuming?

14 SCOTT LIGHTWINE: You're correct.

15 CHARLOTTE EMERY: Yeah. I don't know the  
16 answer to -- to that. Our process is to check our own  
17 and test our own meters.

18 SCOTT LIGHTWINE: That's ridiculous.

19 CHARLOTTE EMERY: You can read your own  
20 meter, however --

21 SCOTT LIGHTWINE: Well, you need to make  
22 that public knowledge to people, so they know this.  
23 And that they can request those, and we needed someone  
24 independent besides Liberty getting -- because it came  
25 back 100 percent, somehow shocking.

1 CHARLOTTE EMERY: Yeah. We also have -- I  
2 don't see him in the room, but we -- he's probably  
3 outside. We -- Joey. There was a test that the  
4 gentleman came or a company came to test all of the --  
5 independently tested our meter testing process. I  
6 don't -- I don't know if you want to maybe.

7 JOEY: We have a company for all of our  
8 test gear. It's Radiant is the test gear we have, and  
9 once a year, we have an independent company Radiant,  
10 the manufacturer, and they test all of our test  
11 equipment to make sure that it's functioning  
12 correctly. We test about 2,500 meters a year, across  
13 the system that are randomly chosen to outside of --  
14 of, you know, what we pick to -- to make sure we're  
15 within the metering accuracy.

16 SCOTT LIGHTWINE: Essentially, none of this  
17 really matters to anyone. You can talk about this all  
18 you want, but people are out of money. That's why  
19 we're here. And you can have all these answers, and  
20 you can talk all this stuff, but this is political  
21 theater mostly. You guys are putting on a show for  
22 people, and people want their money back, and people  
23 want to be billed correctly. That's what people are  
24 asking for. It's not simple. How many -- how many  
25 companies do this correctly every day?

1 CHARLOTTE EMERY: We want to charge our  
2 customers correctly. I apologize (inaudible) money  
3 from you. That is not my --

4 SCOTT LIGHTWINE: That is exactly --

5 CHARLOTTE EMERY: Well, I get that. But  
6 that's not what I'm doing. You don't know me  
7 personally. You don't know how I am fighting every  
8 day.

9 SCOTT LIGHTWINE: I don't, but I've dealt  
10 with your company, so I know where that comes from.  
11 When I get treated like that by your customer service,  
12 that comes from you at the top. I've worked in enough  
13 companies, enough corporations --

14 CHARLOTTE EMERY: Well, I would like for  
15 Candice to pull the -- pull your phone calls  
16 because --

17 SCOTT LIGHTWINE: I would love that, too.

18 CHARLOTTE EMERY: Yeah. And we're going to  
19 find out if somebody did treat you that way because  
20 that's not the way that we handle things.

21 GEOFF MARKE: Mr. Lightwine?

22 SCOTT LIGHTWINE: Yeah.

23 GEOFF MARKE: I'm going to take us a little  
24 bit different traction. Just approximately how much  
25 time do you think you have worked on this issue?

1                   SCOTT LIGHTWINE: Hours. This has been on  
2 since -- I took over this property for my father when  
3 he died. I was dealing with the death of my father  
4 through all of this, too. You guys are monsters. I  
5 mean, you really are for what you do to people and all  
6 the stuff people had to deal with. And then when we  
7 call, we get treated like shit. And you want -- do  
8 you actually not understand why people are upset?  
9 That's irritating.

10                   GEOFF MARKE: I'm sorry, sir. Please get my  
11 card.

12                   CURT GATELEY: One last thing. I will say  
13 this, if you're dealing with -- when you call into the  
14 PSC and you're probably going to deal with our  
15 customer service department, if you're not getting  
16 satisfaction, like on an electric case or a water, ask  
17 to speak to the manager of the electric department,  
18 ask to speak to the manager of the water department,  
19 because we want to know these things. We want to be  
20 able to solve these problems. It's truly what we want  
21 to do. And, so, you know, the -- the customer service  
22 department is in a whole different division. And, so  
23 if -- if you're not getting the right answer or  
24 they're not giving you the satisfaction you need,  
25 please contact and ask -- ask to speak to somebody.

1 If it's an electric issue, ask to speak to the  
2 electric manager. If you're water, ask to speak to  
3 the water manager. If it's gas, ask to speak to  
4 somebody in the gas department because we will -- you  
5 know, we'll have somebody else reach out to try to  
6 resolve that problem for you to work. You know, we --  
7 we have people out in the field who worked with the  
8 people out in the field. So we sometimes can get  
9 through that and help get those answers, so.

10 Distressed to hear that, but. There are other people  
11 that you can reach out to in the PSC who will try to  
12 help you as well, so. I just want to make sure that's  
13 clear.

14 GEOFF MARKE: And I will just throw in my two  
15 cents, the Office of Public Counsel is an avenue to  
16 re-address your errors as well. So we are charged  
17 with advocating for the public, so. Feel free to  
18 reach out to our office and let us do that for you.

19 JIM BUSCH: All right. Next on the list, it  
20 looks like Annabella Jackson.

21 ANNABELLA JACKSON: First of all, I would  
22 like to -- I live on a farm on W Highway. My dad  
23 bought it in 1939. There was an electric line that  
24 went through there. It had the metal towers in 1926.  
25 An REO or White River or whatever you call it went

1 through there in 1946. And of course, everybody  
2 hooked onto it, but when we built our house in '89, we  
3 could hook on to White River or Empire from that old  
4 line. And I have no complaints except one. My  
5 electric bill in December of '24, \$543. When I got  
6 through paying my taxes and my electric bill, I had \$8  
7 left to live on.

8 I'll be 91 years old July 14th. I live  
9 alone. I mow my own yard. I can't afford to have it  
10 mowed. But they charged me for 38 days in December.  
11 I keep -- I turn my electric down to 68 of a night.  
12 Like the lady, I sleep in pajamas, sweatshirts, socks,  
13 and all that. I'm very conservative. I don't even  
14 have a washer anymore because my line's froze up two  
15 year ago, and I can't afford to have it put back in.  
16 I go to the laundry mat, but \$543 for 38 days? I had  
17 to borrow money from my daughter to live on.

18 My next bill for January was 326.72. My  
19 next bill for February was 297.83. My bill for March  
20 was 275.59. April, it was 184.59. A gentleman came  
21 to my door, and he said, I'm here to check your meter.  
22 And I said, well, good. My bill for May was, guess  
23 what? \$90.79. Now, you tell me what the difference  
24 is here.

25 JIM BUSCH: Mrs. Jackson, do you know how

1 your home is heated?

2 ANNABELLA JACKSON: How it's heated?

3 JIM BUSCH: Gas or electric?

4 ANNABELLA JACKSON: I'm all electric.

5 JIM BUSCH: You're all electric.

6 ANNABELLA JACKSON: But I have a fireplace,  
7 too.

8 JIM BUSCH: Okay.

9 ANNABELLA JACKSON: I burn some wood. If I  
10 didn't do that, no telling what it would be, but I --

11 JIM BUSCH: I agree.

12 ANNABELLA JACKSON: -- can't afford to buy  
13 wood either. You know, it's high. But you know, 543,  
14 and I said 38 -- well, no.

15 Now, in March, I didn't get my bill. I  
16 used to get it on the 10th. Just -- you can just plan  
17 on getting your electric bill the 10th. Well, the  
18 16th, I hadn't got my bill. I went to the office  
19 behind Barnes there in Ozark, and I said, I haven't  
20 got my bill. Because I like to sit down in the middle  
21 of the month and figure out how I'm going to get  
22 money, you know? And she said, it was mailed out the  
23 6th. And it was the 16th. But she said, I'll print  
24 you out a bill. She printed me out one. Guess what I  
25 got? The one they mailed. The next month on the 4th.



1 And she said they mailed it the 6th.

2 So that's all I've got to say. But I'll  
3 tell you what, folks. I don't know how much longer I  
4 can live where I'm at. Because if I fixed everything  
5 that was wrong with my house now, I can't do it. I  
6 can't afford to live there that much longer.

7 TIM WILSON: Annabella, real quick, your  
8 December -- sorry, over here. First off, you look  
9 great for 91. I'll tell you that.

10 ANNABELLA JACKSON: Do what?

11 TIM WILSON: You look great for 91.

12 ANNABELLA JACKSON: Thank you.

13 TIM WILSON: You really do. We need to  
14 check on your December bill.

15 ANNABELLA JACKSON: Pardon me?

16 TIM WILSON: We need to check your December  
17 bill. If you were billed for 38 days, you shouldn't  
18 have been billed for 38 days. And, so we do need  
19 to --

20 ANNABELLA JACKSON: I agree wholeheartedly.  
21 It's -- you know, your taxes -- my taxes was \$1,560.  
22 And that -- December --

23 TIM WILSON: Yeah.

24 ANNABELLA JACKSON: -- you know, you've got  
25 to pay your taxes.

1                   TIM WILSON: Oh, I agree. So there's a  
2 rule as to 27 to 35 days, you can bill within that.  
3 If you were billed for more than 35 days -- 36? 26.  
4 I get that wrong every time. So we have an issue  
5 there, and we do have a gentleman here that can maybe  
6 help look into weatherization for you. Is Nate in the  
7 room?

8                   DIANA CARTER: (Inaudible) otherwise.

9                   UNIDENTIFIED FEMALE: He's standing in the  
10 back.

11                  TIM WILSON: There's Nate Hackney who may  
12 be able to help you with some programs, and he's  
13 standing in the back. And I would love for you to  
14 visit with him.

15                  ANNABELLA JACKSON: Well, what are you  
16 going to do about the 543 bucks?

17                  DIANA CARTER: Come on up and help  
18 Ms. Jackson.

19                  ANNABELLA JACKSON: I know everybody else  
20 has got problems.

21                  TIM WILSON: I get it.

22                  ANNABELLA JACKSON: But --

23                  TIM WILSON: Here comes Nate. He'll pull  
24 you aside and try to talk to you.

25                  JIM BUSCH: Thanks, Ms. Jackson.

1 TIM WILSON: Thanks, Ms. Jackson.

2 JIM BUSCH: All right. Next on our list is  
3 Jackie Sowcow (phonetic).

4 JACKIE SOWCOW: Hello. Thank you for being  
5 here. As everybody's talked about, everybody, the  
6 bill has gone way high. I talked to my neighbors  
7 about drilling a well, and I was told that I can't  
8 drill a well because the neighbors down the road  
9 drilled a well, and Liberty was suing them. I didn't  
10 personally sign up with your company. I live in Blue  
11 Ridge. I didn't sign up. We had the people on the  
12 hill off of 160 -- I don't remember their name. We  
13 built our house eight years ago, and then Liberty took  
14 over.

15 We put -- I care for my mother full-time.  
16 And I put in a big garden thinking, wow, it's going to  
17 be awesome. I can, you know, have my mother who has a  
18 lot of dementia digging in the -- in the garden. I  
19 literally -- every time she turns on the water, I'm  
20 like, turn the water off. Because the water bill is  
21 so much more expensive. And that's hard for me to  
22 live that way.

23 We have a huge beautiful water garden, and  
24 I feel like I really can't enjoy it because we're  
25 going to have so much more of an expense. If I end up

1 getting a \$500 water bill, that's really going to put  
2 a hurt on what we do. My mother bought a hot tub  
3 because she's 85. And hurts all the time. Now if I  
4 have to put 3,000 gallons into that, that's going to  
5 be a problem. She's 85. Every day she gets out of  
6 bed, oh, I hurt so bad. And the thought of having to  
7 drill it or to drain it to -- to repair it or  
8 something, that's going to be a problem. So can I  
9 drill my own well? Are you going to Sue me?

10 JIM BUSCH: Well, Liberty cannot sue you.  
11 If you want to drill your well --

12 DIANA CARTER: And we -- we didn't -- to my  
13 knowledge, no one from Liberty would have said that,  
14 and certainly, we're not going to --

15 JIM BUSCH: Right.

16 DIANA CARTER: -- sue you. Yeah. So I  
17 apologize, certainly, if anyone gave you that  
18 (inaudible) and I hope that wasn't anyone from  
19 Liberty.

20 JIM BUSCH: So, but in order to drill your  
21 well, you probably should check with the county, the  
22 city, if you have an HOA. I mean, there could be  
23 other restrictions that may make it difficult for you  
24 to build a well. Maybe DNR. You might have to check  
25 with DNR as well. But the Liberty -- if you live in

1 their service territory, and you want service, as long  
2 as you abide by the rules, they have to provide you  
3 service. But there's nothing that says you have to  
4 take their service. If you can get a well and it's  
5 okay with the county and the city and HOA, DNR, yeah,  
6 that is -- that is perfectly fine, and if anybody from  
7 the utility did happen to tell you that and I hope  
8 they wouldn't, but contact us because that's -- that  
9 is -- they cannot do that.

10 GEOFF MARKE: If you can pass that  
11 information along to your neighbors as well.

12 JIM BUSCH: Yeah. Pass it to your neighbors  
13 because that is --

14 JACKIE SOWCOW: Okay. That's it. I  
15 just -- you know, it's kind of shocking to see when  
16 you get your bill, I can -- it'll be interesting to  
17 see what this -- this summer is going to look like.  
18 It's rained a lot. The garden has been great. But  
19 when it comes down to the fact that, you know, I'm  
20 going to have to tear the garden out just because of  
21 that, so. Thank you. God bless you.

22 JIM BUSCH: Thank you. Mike Mizler.

23 MIKE MIZLER: I need to get something  
24 straight here. There's a difference between Empire  
25 and Liberty; okay? Empire was a good company.

1 Liberty, questionable. So it started back in -- I  
2 think it was '17, the first -- about the first month  
3 when I was out in the field working. My -- everybody  
4 came to me, oh, my God, my bill is so high, my bill's  
5 so high. Well, what happened? Got me. I went home,  
6 found my bill was 600 bucks. I'm a customer, too. I  
7 was like, okay, we just bought the company, things  
8 happen.

9           So fast forward, and it was here a while  
10 back I got, like, 12 bills in, like, seven days. I  
11 owe \$500. I got \$500 credit. I owe \$500. I got a  
12 \$500 credit. And not only that, but we were on the  
13 auto pay. I had heard that with this new SAP program,  
14 you don't want to be on auto pay. I said, no, no, no,  
15 that can't be. So we got off auto pay. Well, we got  
16 off auto pay for three months.

17           The next bill I finally got was a thousand  
18 dollars. And I'm going -- and it was late by the way.  
19 And, so when I went to pay it, I said, I'm not paying  
20 the late fee. The local people, I got nothing against  
21 them. I'm -- it's the executive level I have a  
22 problem with. It's the billing problem, the new  
23 computer, everything. Big problem. So they took the  
24 fees off. They were very nice. I said, I understand  
25 your problem. I'm not here to chew on you. I used to

1 work for the company, so. I know where the blame is.

2 So with all that being said, next month get  
3 a bill. Huh. Got a late fee on it. It's a dollar,  
4 23, not a big deal; right? It's a principal thing. I  
5 go back up there. They were nice enough to take it  
6 off. We did this song and dance for about three or  
7 four months.

8 So finally, I look. I got the next bill.  
9 Looked on the front of the bill. No late fee. Open  
10 it up, go to the itemize, oh, there's a late fee mixed  
11 in there. I got two meters. I got two late fees.  
12 Nothing on the front. So I went up there we talked  
13 about it. Ladies were very good. I got nothing -- no  
14 problem with the local people. Finally got it taken  
15 care of.

16 And -- but the -- the thing about it is, is  
17 I wound up -- so the last -- the last problem we got  
18 is, when they send out a bill, no matter if you're on  
19 a level pay, auto pay, whatever, there's an envelope  
20 that comes in. We scream and cry how green we are.  
21 We get a blank envelope. Every time. No matter what.

22 So my wife was caring for her dad. And, so  
23 we pay for -- the electric bill, it just so happens  
24 through the miracle of the script of SAP, our bills  
25 were due about the same time. So the last bill I went

1 up, coupon for him, check for him, coupon for us,  
2 check for us. We get a bill that says he didn't pay  
3 last month. I still have to go up there and go, all  
4 right, here we are again, what's going to happen?

5 Let's remember there was a difference  
6 between Empire and Liberty. Empire didn't matter if  
7 you had a rate increase or not, people liked you. I  
8 know that. I was in the field. It didn't matter. We  
9 got your electric back on in no time. It was a very  
10 good company. It was a family company. This is a  
11 business. This is a business. Nothing more than a  
12 business. Customers mean nothing.

13 Now, the fluctuation of bills that go from  
14 200 to 300 to 500 to 500 and go back down, like the  
15 poor lady that went from 500 to \$90, somebody better  
16 explain that. Now, you guys need to be like storm  
17 troopers and go in and see the books that they bill  
18 off of, not the books that they present you guys.  
19 What is wrong with that? I'm going to tell you, my  
20 heart's pumping out of my chest, and when it does  
21 that, I have an out-of-body experience, and you don't  
22 want to see it. Trust me, you don't want to see it.  
23 And, so I'm telling you, man, this -- I don't say I  
24 retired from Liberty. I say, I retired from Empire.  
25 Everybody liked Empire. I -- I know people. They



1 don't even want to walk around with their shirts on.  
2 It's terrible. This is -- this should not happen.  
3 Shouldn't happen. So the higher you go up in  
4 management, the more you better get thick skin because  
5 you're the representative for them; okay? You get  
6 paid the big bucks. I always told everybody, look,  
7 you don't make enough money for me to chew on your  
8 ass. I want somebody up the -- I want somebody up the  
9 ladder. They're the ones that make the decision.  
10 This poor old lady that had the -- the -- that had the  
11 huge bill, you guys said, talk to Nate, the -- the  
12 installation guy or whoever he is. That doesn't solve  
13 her bill going down \$410. Come on.

14 CHARLOTTE EMERY: So Mike, I'm assuming you  
15 got hired by Vickie Williams?

16 MIKE MIZLER: That's correct.

17 CHARLOTTE EMERY: So did I.

18 MIKE MIZLER: Yep.

19 CHARLOTTE EMERY: So am I Empire. Who  
20 hired you, Candice?

21 MIKE MIZLER: I don't know what this has to  
22 do with anything.

23 CHARLOTTE EMERY: Well, I'm just letting  
24 you know Empire is still Empire.

25 MIKE MIZLER: No, it is not.

1 CHARLOTTE EMERY: And --

2 MIKE MIZLER: Every time I said Empire I  
3 was corrected. The only reason they know Empire is  
4 because you guys at Liberty use Empire for the Public  
5 Service Commission because they had a good  
6 relationship with them. Never has --

7 CHARLOTTE EMERY: And Nate has a new role  
8 within the company. And, so he's in charge of  
9 customer care programs to help individuals with  
10 payments on their accounts.

11 MIKE MIZLER: That's fine, but nobody  
12 addressed the huge increase or decrease in the  
13 payment. The poor lady is a single older lady. She  
14 can't use that much. \$500 worth? When my bill hit  
15 \$500, I, like, hit the fan.

16 I've talked to the Public Service  
17 Commission. All they want to say, was, well we've had  
18 some cold weather. That's fine. I've been out in  
19 cold weather, but not \$500 worth because I had Empire  
20 way up 'til Liberty taken over and I never had this  
21 bill fluctuation like this. Never.

22 So they come out and tested my meter. They  
23 said, well, your meters run fine. Okay. I know some  
24 meter testers. I'm okay with that. I talked to the  
25 Public Service Commission, and they go, well,

1 actually, your meter reads now better than Empire's  
2 did. They're saving you money. Going, what in the  
3 hell do you mean saving me money? I have a \$500 bill  
4 now. There's no way this can happen. So anyway.

5 JIM BUSCH: Well, I appreciate -- you  
6 probably talked to one of our customer service people,  
7 and I've heard a couple of things -- I appreciate  
8 that. So I'm going to go back and --

9 MIKE MIZLER: Are you speaking for the  
10 company -- the customer service from --

11 JIM BUSCH: Public Service Commission.

12 MIKE MIZLER: I filed a complaint.

13 JIM BUSCH: Was it an informal or formal; do  
14 you know?

15 MIKE MIZLER: Well, I told them I wanted to  
16 file a formal, but I think he did informal because he  
17 said, if you want to go on further and file a formal  
18 complaint, and I'm going, for what?

19 JIM BUSCH: Right.

20 MIKE MIZLER: It's the weather. It's not  
21 the weather.

22 JIM BUSCH: Sure. Right.

23 MIKE MIZLER: Because we didn't start  
24 having cold weather until they took over.

25 JIM BUSCH: Yeah. I -- so I --

1 MIKE MIZLER: Now I got one more thing.  
2 I'm on a roll, folks. You haven't seen nothing yet.  
3 Here's the other deal. So why are we paying for the  
4 tear down of the Asbury Power Plant? That's a cost of  
5 doing business. There's no reason we should pay for  
6 that. Why are we paying for the cold weather thing  
7 that happened in '21 when Liberty got a \$55 million  
8 fine in Texas for their turbines not spinning? I  
9 don't ever hear nothing about that.

10 JIM BUSCH: That's getting into  
11 securitization. That's getting into --

12 MIKE MIZLER: Right. I get it.

13 TIM WILSON: Nothing in Texas would or  
14 would not have happened would have been a part of that  
15 bill.

16 MIKE MIZLER: I get it.

17 TIM WILSON: Okay. I just want to make  
18 sure, Mike.

19 MIKE MIZLER: When you guys first bought  
20 us, when Liberty first bought us --

21 TIM WILSON: So when you say you guys, I  
22 just want to be clear. I --

23 MIKE MIZLER: I remember you.

24 TIM WILSON: And I'm very proud of my  
25 Empire heritage. Very proud. Things have changed a

1 lot. Some things I love, and some things I do not.  
2 Okay?

3 MIKE MIZLER: But here's the bad thing.  
4 You are now a Liberty representative because it's tabu  
5 to say Empire.

6 TIM WILSON: I -- if you heard my opening  
7 remarks, I said, I'm the president of the Empire  
8 District Electric Company, doing business as Liberty  
9 Utilities. I'm very proud of it, man.

10 MIKE MIZLER: I get it.

11 TIM WILSON: Yeah.

12 MIKE MIZLER: I get it.

13 TIM WILSON: Yeah.

14 MIKE MIZLER: And if we were Liberty, we  
15 wouldn't be here.

16 TIM WILSON: Well. Mr. Beecher and those  
17 guys made a lot of money by selling the company off,  
18 and that's what it was, so.

19 MIKE MIZLER: Like that has anything to do  
20 with it, but thanks for the input.

21 TIM WILSON: The point is in 2017 -- and  
22 you're talking about a bill in '24, it didn't just  
23 happen in 2017.

24 MIKE MIZLER: Well, the first bill or the  
25 second bill after you took over, everybody was

1 screaming, and I got a \$600 bill to prove it. And  
2 then my -- it went right back down. It's like, uh-oh,  
3 we need some money right now. Let's screw with the  
4 algorithm and bring it back down a month or two and  
5 bring it back up to normal.

6 DIANA CARTER: And just to make sure  
7 everybody's on the same page, factually, the ownership  
8 change we're talking about, the Empire District  
9 Electric Company is still legally -- and -- and I  
10 understand. I got some laughs at the last public  
11 hearing, so I -- I know you're frustrated, but it is,  
12 in fact, legally, and -- and in reality, the Empire  
13 District Electric Company is the name of the entity.  
14 It is the name of the utility that has not changed in  
15 any way. That is the company.

16 MIKE MIZLER: What --

17 DIANA CARTER: The Empire Electric District  
18 Company -- however, the ownership changed upstream.  
19 Excuse me. The ownership changed upstream January 1st  
20 of 2017.

21 MIKE MIZLER: That's correct.

22 DIANA CARTER: Okay.

23 MIKE MIZLER: That's absolutely correct  
24 and -- and probably February or March is when the high  
25 bills showed up for a month and all of a sudden it

1 went back down. So why didn't -- I made -- I made a  
2 comment at one of the town hall meetings. I just  
3 said, why don't you just put Empire District Electric  
4 is a subsidiary of -- what was it before Liberty?  
5 When they first bought us?

6 TIM WILSON: It's been Liberty since 2017.

7 MIKE MIZLER: Then they should have -- yes.  
8 That's correct.

9 TIM WILSON: Yeah.

10 MIKE MIZLER: Then they should have been  
11 Empire District Electric subsidiary of Liberty  
12 Utilities. Everybody would have been still friendly  
13 with everything.

14 TIM WILSON: I agree.

15 MIKE MIZLER: Stuff like that. You got to  
16 admit. I'm frustrated. I'm on a fixed income, so I'm  
17 frustrated.

18 TIM WILSON: Hey, you know, I understand  
19 your frustrations. I really do. And -- and I can  
20 tell you, as much as Dr. Mark and I disagree, and Jim  
21 Busch and I disagree, those guys do a really good job  
22 making sure we don't change up our algorithms and do  
23 that. I understand we've lost some faith and trust.  
24 And it is up to me and the rest of this team to gain  
25 that back.

1 MIKE MIZLER: You have lost a lot of faith  
2 and a lot of trust, and here's the last thing I want  
3 to say. You filed for a rate increase of 30-some  
4 million dollars through a mistake or a clerical error.  
5 At the time the billing is bad it jumps all the way to  
6 90-some million dollars? I'm sorry, man. You're  
7 not -- it's just not working.

8 CHARLOTTE EMERY: It actually was from 90  
9 million up to 152.8 million.

10 MIKE MIZLER: Oh. Well, I didn't hear that  
11 at all. So hey, even better; right?

12 CHARLOTTE EMERY: It was a clerical error.  
13 It was my clerical error. At the end of the day they  
14 may terminate me. That would be -- yeah. So that was  
15 a clerical error on my part. Actually, it was OPC who  
16 caught it that brought it to my attention. There was  
17 a -- an amount that was carried over in a spreadsheet,  
18 and that's -- that's all it was. It wasn't me trying  
19 to be sneaky.

20 MIKE MIZLER: I didn't say that. Never one  
21 time accused you of anything. I am just saying, you  
22 have your whole service territory in a uproar, and you  
23 want to go for more money for what? I know you just  
24 hired a new big shot up there -- I know Rod put up  
25 some big shot up there.



1 CHARLOTTE EMERY: It's really for the \$700  
2 million worth of money that we've invested in assets  
3 that we're trying to get recovery of.

4 MIKE MIZLER: So...

5 CHARLOTTE EMERY: It's transmissions,  
6 substations, it's -- there is --

7 MIKE MIZLER: You got to expect it, ma'am.  
8 I'm sorry. You got to expect it. You need to tell  
9 her to expect this is going to happen because  
10 everybody's pissed.

11 TIM WILSON: Believe me, Mike. She knows.  
12 She's a heck of a lot tougher than I am.

13 MIKE MIZLER: Not right now. I get it;  
14 right? I get it. I feel for you. It's a high up  
15 position. It -- you got to take the beating, you  
16 know.

17 JIM BUSCH: Mr. Mizler, we appreciate --

18 CHARLOTTE EMERY: I have brothers. I can  
19 take beatings, so lay it on.

20 MIKE MIZLER: I don't know. You sound a  
21 little nervous to me, but anyway.

22 JIM BUSCH: We appreciate your comments, and  
23 again, there will be LPHs for the rate case, and there  
24 will be an opportunity. The commissioners will be  
25 here, so you can make those comments in front of the

1 Commission.

2 MIKE MIZLER: Can anybody explain the storm  
3 and how come we're paying for the teardown of a plant  
4 to put up windmills that -- you can't have a system  
5 run on green. Doesn't do it. You can put them in, in  
6 addition to coal and all that other crap, but you  
7 can't have it -- it won't run. If the sun doesn't  
8 shine, the wind doesn't blow.

9 JIM BUSCH: The securitization statute  
10 passed in 2018.

11 GEOFF MARKE: Uh-huh.

12 JIM BUSCH: 2019. So that was a statute  
13 passed by the general assembly that allowed for,  
14 basically, in my opinion, encouraged utilities to  
15 retire coal plants for --

16 MIKE MIZLER: Free.

17 JIM BUSCH: -- wind and solar and because  
18 of -- the amount of money that was invested by the  
19 utility, that's called a stranded asset if it goes  
20 away, so. The securitization statute allowed the --  
21 the company to turn it, basically, into a bond --

22 GEOFF MARKE: Yeah.

23 JIM BUSCH: -- in which they could get the  
24 money back. They now have to make bond payments to,  
25 you know, like a municipal bond or something like

1 that. The same thing with the storm. Whenever  
2 there's a -- a big winter storm and the cost of  
3 natural gas, the cost of power goes up, it normally  
4 gets passed through to your bill through the fuel  
5 adjustment clause. When that goes up to a certain  
6 amount, I think in -- with Uri, we deferred a bunch of  
7 those costs, so they wouldn't go straight to the  
8 consumers. They were allowed to securitize that  
9 thanks to the statute. And, so that's why that cost  
10 is now being paid for by the consumers because -- the  
11 dollars that were paid by the utility.

12 MIKE MIZLER: That's the dirty coal plants  
13 tore down, and now we sold all of our green, are we  
14 getting a refund?

15 UNIDENTIFIED MALE 1: Nope.

16 TIM WILSON: When you say we sold off all  
17 of our green, you mean the nonregulated business?

18 MIKE MIZLER: Yes.

19 TIM WILSON: Yeah. That has nothing to do  
20 with our regulated business. The wind farms that  
21 we -- we constructed are still there. That is  
22 confusing because a lot of times --

23 MIKE MIZLER: Do you open it?

24 TIM WILSON: We own it and operate it.  
25 Yes. We own and operate them. The two other wind

1 farms that you probably -- those are purchased power  
2 agreements. Those are potentially about to roll off,  
3 but the 600 megawatts of wind that we built in  
4 southwest Missouri and southeast Kansas are still ever  
5 much ours and still ever much there. Yeah.

6 MIKE MIZLER: Okay. I apologize.

7 TIM WILSON: No. That's okay.

8 MIKE MIZLER: Because -- because I didn't  
9 know that.

10 TIM WILSON: Yeah.

11 MIKE MIZLER: They just -- well, anyway.

12 TIM WILSON: Yeah. I appreciate it.

13 JIM BUSCH: Thank you for your comments.  
14 Thank you. Darlene Knapp.

15 DARLENE KNAPP: Thank you for the  
16 opportunity. He's frustrated. I've been a nurse for  
17 over 30 years, so I know the signs and symptoms of a  
18 heart attack. I feel like I'm having one.

19 So I relocated from Colorado. More  
20 expensive state. Moved to Missouri thinking, okay,  
21 better economy. It took an apartment in Finley Ridge,  
22 brand new apartment just built in December, brand new  
23 everything, and I receive a bill for \$387 for my first  
24 electric bill. I live alone. Doesn't make any sense.  
25 And then I get another bill within days of 298, so

1 387, and I'm not going to give you the change because  
2 none of this -- none of that makes any sense to give  
3 the cents of it. So 387, and then 298. And I got a  
4 combined bill right away of \$685. When is it due?  
5 The 24th. However, I didn't even have a chance to  
6 address the first bill to find out why is it \$387? I  
7 lived there part of the month of January. So, yeah.  
8 Okay. The -- the bill was February 26th. Due on  
9 March 19th. And then I get the next bill, as I'm  
10 saying which is almost \$300, all over again. The bill  
11 is March 3rd. Okay. I just got billed February 26th.  
12 I'm looking at your bill date. March 3rd. I get the  
13 next bill of -- of almost \$300.

14 I was told at Liberty office to talk with  
15 management which is the property management. They're  
16 a high tech professional management, Spark Management  
17 because they can help me with the bill. There must be  
18 something wrong. Oh, we'll do a meter check, and  
19 we'll e-mail you or send you a message in reference to  
20 our findings. Didn't receive any information on that.  
21 Yes, I talked to the main topnotch management. She  
22 said to me, well, of course, everything is brand new  
23 here. Nothing's wrong. There was no meter check  
24 done. I mean, I assume. Never received an e-mail,  
25 whatnot. Went back to the office, and they said, oh,

1 well, we don't know what happened, but we'll set you  
2 up on a billing payment arrangement. I had to pay  
3 \$226 on March 26th, so they can set me up with a  
4 payment arrangement to combine with my bills, monthly  
5 bills. The billing for \$387 was -- and I used  
6 2,876 kilowatts, and then the \$298 says I used  
7 2,201 kilowatts. I was hardly using anything. I was  
8 barely there. I was working, nursing, different  
9 shifts, and then when I went back to the office,  
10 again, she set me up with a payment arrangement, and  
11 she knew about the billing, and then, again, couldn't  
12 address any -- my question in reference to any billing  
13 concerns why I'm double billed, and I'm just receiving  
14 a bill for two \$685, and it's due on March 24th.

15 Hold on a minute. I can't even just -- the  
16 first bill, I haven't had a chance to pay that. It's  
17 an erroneous amount, but I can't get any information  
18 from them or -- I mentioned to them, because I saw  
19 this all on the news in February, my sister lived in  
20 Springfield for 12 years clued me in, and I'm like,  
21 oh, no, they're doing an investigation, they're going  
22 to stay on top of this, and I said, on the phone, she  
23 said, no, that's just about what (inaudible) the bill.

24 But every time I go there, I get a  
25 nonchalant answer. I don't really get an answer.

1 I've never just gotten any appropriate reading. For  
2 like medical, why can't there be a no surprise  
3 billing? You can do that with medical, if they quote  
4 you something and address that matter. I certainly  
5 got a surprise billing of \$700 almost to pay on March  
6 24th. And again, to have to give them \$226 dollars,  
7 so she immediately went to the computer and gives me a  
8 paper for my monthly payments that would be due.

9 I did not go with auto pay because of the  
10 fact that I don't trust what's going to come out and  
11 what's going on because, again, with combining the  
12 bills to -- after that, April and May, I was down to  
13 395 kilowatts and then 310, that would make sense. I  
14 had no change in my living arrangements. It was still  
15 just me doing very minimal. I don't even hardly use  
16 the dishwasher. I hardly eat at home. I don't even  
17 eat. I go to nursing -- work 12-hour shifts and don't  
18 use the bathroom or eat. That's the way it goes. So,  
19 yeah. 310 would make sense for like 50-some dollars,  
20 \$52 dollars, but combine that with my monthly payment  
21 of 75. So, yeah. I would like somebody to follow up  
22 with me. Because I expect a reimbursement of this  
23 money. I shouldn't have been forced to go on a  
24 payment plan. I did ask for an extension at first for  
25 the first bill, so I could have time to breathe

1 because I'm new here, find where you're located. I  
2 got a thousand one things to do, sell a home in  
3 Colorado, et cetera. And they gave me a two-day  
4 extension on the computer, and I'm like, what's two  
5 days? I don't even have two -- I need more than two  
6 days to find your office; you know what I'm saying?

7 TIM WILSON: Ms. Knapp?

8 DARLENE KNAPP: So, yeah. I need somebody  
9 to follow up with this because I do have expectations.

10 CANDICE KELLY: Have you talked to the  
11 representatives out front?

12 DARLENE KNAPP: No, I have not. I wasn't  
13 informed that I could talk to the representatives.

14 CANDICE KELLY: Absolutely. They would  
15 love to help you.

16 DARLENE KNAPP: -- other people.

17 CANDICE KELLY: Yes.

18 DARLENE KNAPP: I went to the first desk.  
19 They told me to fill out -- have these forms for  
20 whatever, and if I want to speak --

21 CANDICE KELLY: Yeah. Would you like me to  
22 walk you out there to one of the --

23 DARLENE KNAPP: By all means.

24 CANDICE KELLY: Absolutely.

25 DARLENE KNAPP: Because this should be



1 addressed. 700 dollars for a combined bill of two  
2 months is totally ridiculous.

3 TIM WILSON: Joey will take you, Ms. Knapp.

4 JIM BUSCH: Richard Kahl.

5 RICHARD KAHL: My name is Richard Kahl.  
6 I'm also a retired engineer. Anyway, I -- two things.  
7 Number one, the last two bills that I have received,  
8 there is no return address to send the bill to. It's  
9 blank. Luckily, I had a neighbor who had photocopies  
10 of old bills, and they were able -- able to provide  
11 that information to me. But if it hadn't been for  
12 that, you know -- and there is no contact phone  
13 numbers on the bill. There is no way to reach your  
14 company by telephone, if you have a question about  
15 your billing.

16 GEOFF MARKE: Mr. Kahl? Over here, sir.  
17 Would you happen to have a copy of your bill on you?

18 RICHARD KAHL: I do not.

19 GEOFF MARKE: So I'm going to ask you  
20 afterwards to follow up with our office.

21 RICHARD KAHL: Okay.

22 GEOFF MARKE: We'll want to see those copies.

23 RICHARD KAHL: I would be happy to send you  
24 photocopies.

25 GEOFF MARKE: I appreciate it, sir. There's

1 a box right there with my contact information, if you  
2 want to take one of those cards.

3 RICHARD KAHL: Okay.

4 GEOFF MARKE: Please continue.

5 RICHARD KAHL: The other question I have is  
6 regarding the meter fee that has shown up on the last  
7 two months bills. Now you got a rate increase  
8 previously. And I would have assumed that, that would  
9 have been in the rate increase, but -- so now we're  
10 paying for water. This is a water bill. Paying for  
11 water, and we're also paying for a meter fee of \$26 a  
12 month. That amount is -- is that a one or two-time  
13 charge? Or is that going to be on every bill from now  
14 on which is -- amounts to \$312 a year.

15 JIM BUSCH: So there always should have been  
16 a meter charge on your bill for water. That is a --  
17 bills are -- separated between a customer charge and a  
18 usage charge, and the customer charge tries to cover a  
19 portion of the fixed cost, such as the meter. The  
20 service line the meter read, some -- some of the  
21 customer --

22 TIM WILSON: Billing.

23 JIM BUSCH: Billing. So, yeah. So there --  
24 that is a monthly customer fee for trying to isolate  
25 the cost that are just for having that meter and

1 having the ability to -- to have service. The  
2 electric has a customer charge. Gas and water, that's  
3 a common billing practice in utility regulation.

4 UNIDENTIFIED MALE 2: His point is, it just  
5 started in the last two months.

6 GEOFF MARKE: Yeah.

7 ERIC LARSON: Well, I mean, it --

8 UNIDENTIFIED MALE 2: (Inaudible) ever  
9 getting (inaudible).

10 ERIC LARSON: Where do you live?

11 RICHARD KAHL: River Fork.

12 ERIC LARSON: There was a customer charge  
13 prior.

14 UNIDENTIFIED MALE 2: If there was any  
15 charge, it was minimal.

16 GEOFF MARKE: It was smaller, you're right.

17 ERIC LARSON: It was smaller. Yeah. I  
18 agree it was smaller, but there was -- there was a  
19 customer charge for River Fork prior to, yeah.

20 UNIDENTIFIED MALE 2: It was -- the meter  
21 charge --

22 ERIC LARSON: It should --

23 RICHARD KAHL: The meter charge has always  
24 shown on the last two months.

25 UNIDENTIFIED MALE 2: Yes.

1 RICHARD KAHL: The last two months.

2 ERIC LARSON: If -- yeah. Again, if you  
3 could get one of our staff people or Curt, because I'd  
4 like to look at some of those bills to see because  
5 there should have been a meter charge. And River Fork  
6 might have had a situation where you paid a flat fee  
7 for the first 2,000 gallons of water, so. The meter  
8 charge was included. You got 2,000 gallons with --  
9 with that, so it was there. It was just buried and we  
10 have been working on separating those.

11 UNIDENTIFIED MALE 2: It wasn't buried  
12 (inaudible) prior (inaudible).

13 ERIC LARSON: Like I said, I would like to  
14 see a copy of those bills because that doesn't --  
15 that --

16 UNIDENTIFIED MALE 2: (Inaudible) my bills.

17 TIM WILSON: Just -- Richard, do you mind  
18 spelling your last name because we can look this up  
19 for you right here.

20 RICHARD KAHL: Richard Kahl, K.

21 TIM WILSON: (Inaudible) A-L.

22 RICHARD KAHL: A-H-L.

23 TIM WILSON: Okay. We'll keep looking  
24 up -- looking after this, and we'll see if we can't  
25 help you.

1                   ERIC LARSON: And just a point of  
2 clarification, because this last rate case many of  
3 the -- we have about 29 entities that serve water and  
4 wastewater across the state, many very small, much  
5 like River Fork, and this rate case, we consolidated  
6 the -- the bulk of those. Bolivar -- City of Bolivar  
7 was set up separately, and then the rest of the -- all  
8 the utilities including River Fork was consolidated.  
9 Those service areas were consolidated, and many of  
10 them had different billing structures as -- it was  
11 just eluded to we had folks that were getting a flat  
12 charge that included that meter charge and a specific  
13 amount of water. Other folks, it was broken out  
14 depending on what service territory it was in. It  
15 was -- and they were all changed to the same approach  
16 across the state, so you may have seen. I'm just not  
17 familiar with what was exactly on the River Fork  
18 bills. We can look those up. But that structure did  
19 change on the face of the bill. But the fees were in  
20 there, even if they weren't called out in the previous  
21 structure, because that would have carried over from  
22 when we had purchased that system. We couldn't change  
23 those rates and that rate structure until we went  
24 through our rate case process.

25                   UNIDENTIFIED MALE 3: Our bills prior to

1 the rate increase, if they did show that, then our  
2 bill (inaudible) more than \$26. Our bills weren't  
3 that total, for the average bill out there. So now  
4 we've got a meter charge that's greater than what our  
5 old bills were? That's the issue with this. If it  
6 was in there and (inaudible) something other than  
7 (inaudible) charge, it was minimal. That's what I  
8 meant by (inaudible) minimal charge. And that  
9 (inaudible) \$26 (inaudible) bill greater than your  
10 (inaudible) bringing this up (inaudible) similar  
11 problems (inaudible) it's (inaudible).

12 DIANA CARTER: No, no. It's a good  
13 question. And it applies for water and electric.  
14 We're just calling it a meter charge here because of  
15 how it's identified on your bill, but it's really the  
16 same as your customer charge over on the electric  
17 side.

18 UNIDENTIFIED MALE 4: We were on water.

19 RICHARD KAHL: We're on water, not  
20 electric.

21 DIANA CARTER: Okay.

22 CANDICE KELLY: And on the previous bill,  
23 it said customer charge, and that's all it said on the  
24 new bill. It says customer charge and shows you the  
25 meter size in addition to saying customer charge.

1 That is the difference from the previous bill but  
2 the --

3 RICHARD KAHL: If you're telling me that  
4 the meter charge, it's costing you \$312 per -- per  
5 customer? For a meter?

6 DIANA CARTER: So it's the customer charge.  
7 It -- it's --

8 TIM WILSON: Do you want me to --

9 DIANA CARTER: It's based on the size of  
10 your meter, what your customer charge is. But it's  
11 not a meter charge.

12 UNIDENTIFIED MALE 4: It's the same thing.

13 ERIC LARSON: But it's not just the meter.  
14 There's a bunch of different fixed components of the  
15 cost that gets included in that charge. And, so as --  
16 as was eluded to when Liberty came in, something that  
17 is going on throughout the state is a consolidation of  
18 a bunch of different systems into one. So that's  
19 just -- that is an unfortunate aspect of what happens  
20 when you consolidate rates from southeast Missouri  
21 with southwest Missouri, just south of St. Louis,  
22 that's --

23 GEOFF MARKE: Let me give it a stab here.  
24 So -- so let's acknowledge some facts. You guys are  
25 paying a lot, and that water bill, the fact that it's

1 such a large increase is in part of a result of just  
2 lack of -- of investment in that water system for  
3 decades. Now to recover that cost, we can do two  
4 things when we design these rates. Because really  
5 that's about it. We've got a value metric charge  
6 which is just how many gallons you're doing, and we  
7 have a fixed charge which is if you -- you have no  
8 water whatsoever. You've got to pay that each month.  
9 Now if we raise that fixed charge, you've got some  
10 certainty of what your bill is. Unfortunately, if you  
11 just do that, if we just have a very large fixed  
12 charge, right? You're going to -- in the water case,  
13 it will be using more water, and in the electric case,  
14 using more electricity. And if that's the case, if  
15 everybody's using more, we will build more. They will  
16 build more investments. They will build more power  
17 plants. They will build more water treatment plant  
18 and that in turn -- it's a feedback loop which means  
19 you will be paying more into the future.

20 As a whole, our office tends to support a  
21 low as possible fixed charge and is -- and putting it  
22 in the value metric charge which allows customers the  
23 control over your bill. At the end of the day, if you  
24 use less, you should be paying less. And that's --  
25 that's the -- that's the idea behind that. The



1 problem with that is, if the company doesn't get  
2 enough revenues, then they will come back in and ask  
3 for a rate increase. That's the long and short of it.  
4 So it is -- it is a problem, but the problem stems  
5 from the original owner that did not put in the  
6 investment that needed to be made. Unfortunately,  
7 this is an awful situation.

8 UNIDENTIFIED MALE 5: (Inaudible).

9 GEOFF MARKE: You're right.

10 UNIDENTIFIED MALE 5: That's the problem  
11 that everybody's having (inaudible) talk about fixed  
12 charge.

13 GEOFF MARKE: Uh-huh.

14 UNIDENTIFIED MALE 5: (Inaudible) meter  
15 charge, the fixed charge; correct?

16 GEOFF MARKE: It's in part. And that's --  
17 this is -- we are getting hung up on the meter as  
18 being part of that fixed charge.

19 JIM BUSCH: But --

20 GEOFF MARKE: Right.

21 UNIDENTIFIED MALE 5: That's what  
22 (inaudible).

23 JIM BUSCH: The meter charge, it's a name,  
24 but it's a customer charge, meter charge, monthly  
25 charge. It can go by various names, but it's not just

1 the meter. There are various costs included in that  
2 charge.

3 UNIDENTIFIED MALE 5: (Inaudible).

4 JIM BUSCH: I understand. Sure. I -- yeah,  
5 we understand. Uh-huh.

6 UNIDENTIFIED MALE 5: (Inaudible).

7 GEOFF MARKE: Yep. And -- and listen. I get  
8 it. But that is also the reason -- uh-huh.

9 UNIDENTIFIED MALE 5: (Inaudible) rate  
10 increase.

11 GEOFF MARKE: Yes, sir.

12 UNIDENTIFIED MALE 5: That's when the meter  
13 charge showed up.

14 GEOFF MARKE: Right.

15 UNIDENTIFIED MALE 5: (Inaudible) that's  
16 the issue people are having.

17 JIM BUSCH: If we can step outside and have  
18 a talk, maybe Curt with the water department can talk,  
19 but Mr. Kahl, if you -- do you have any more comments?  
20 And we just -- we need to keep moving down our list.

21 RICHARD KAHL: No. I need an answer, why  
22 do you not have phone numbers or a --

23 UNIDENTIFIED MALE 5: Good question.

24 RICHARD KAHL: -- customer service number  
25 on your bill?

1 DIANA CARTER: It is -- it is included on  
2 the bill form.

3 RICHARD KAHL: No, it's not. No, it's not.  
4 None.

5 DIANA CARTER: We're just pulling it now.  
6 It looks like there was an error which -- so. Yes.

7 UNIDENTIFIED MALE 5: (Inaudible).

8 DIANA CARTER: No.

9 UNIDENTIFIED MALE 5: (Inaudible).

10 DIANA CARTER: No.

11 JIM BUSCH: Thanks, Mr. Kahl. The bottom  
12 line, there should be a phone number on the bill.  
13 There -- it should be, and if it's not, we will -- we  
14 will make sure it gets on the bill.

15 RICHARD KAHL: Okay.

16 JIM BUSCH: One hundred percent.

17 RICHARD KAHL: That's all I have. Thank  
18 you.

19 JIM BUSCH: So, thank you.

20 GEOFF MARKE: Thank you, sir.

21 (Inaudible conversation.)

22 GEOFF MARKE: Right.

23 UNIDENTIFIED MALE 6: I would like to have  
24 it just because I'm paying for it, and I don't get it.  
25 I got two meters, and I'm not getting it.

1 GEOFF MARKE: Okay.

2 UNIDENTIFIED MALE 6: That's pretty petty,  
3 I guess, but I need to know where I'm getting these  
4 500-dollar bills from.

5 JIM BUSCH: Sure. Yeah. Karen Rankin.

6 GEOFF MARKE: As Karen's coming up, I just  
7 want to thank Mr. Kahl on that, so this is our third  
8 meeting that we've had in the last 24 hours. That's  
9 the first of that issue we've heard. But that really  
10 is why we're having these meetings, and now we can go  
11 ahead and look into that specific issue. So, thank  
12 you.

13 TIM WILSON: I would like to echo that even  
14 though I'm on the electric side -- he doesn't have a  
15 microphone close to him. They are definitely supposed  
16 to have that information on them. I represent  
17 electric. He's got water. That is an error.

18 So, Mr. Kahl, I appreciate you bringing  
19 that to our attention.

20 KAREN RANKIN: Okay. We've lived in Ozark  
21 only for a little over two years and totally different  
22 experience from Kansas. But I want to say that the  
23 people in the office, when we've called for  
24 customer -- with billing issues have been great. We  
25 share the -- you know, all these bills, and I'd like

1 to know who's paying for that postage and the expense  
2 of all of that. I've heard a lot of people say, you  
3 know, there's a lot of experienced people in this room  
4 that are retired, like myself that are on fixed  
5 incomes and have come from technical backgrounds, and  
6 I have never seen a system -- I mean, I worked with  
7 system implementations for an insurance company, and I  
8 have never seen such a debacle in my life. And I've  
9 worked -- you know, I worked over (inaudible) project  
10 management, et cetera, and you know, whoever the  
11 project manager was on this, and I understand how  
12 things get outsourced and things get lost in  
13 translation, and I don't know if that was the  
14 situation, but I was just like, oh, my God, 20 people  
15 or more would have been fired if we had rolled out  
16 something like this. And I feel sorry for your  
17 customer service people, and everybody said it before,  
18 but. You know, they weren't -- they didn't get proper  
19 training. They don't know what to tell people, and  
20 they're just trying to get off the phone because I'll  
21 guarantee you that's probably the way they're rated is  
22 how many calls they take, et cetera. Whatever. That  
23 may or may not be true. But all of these issues along  
24 with the fact that the post office sucks as well, and  
25 you know, we -- we've had intense problems with

1 multiple bills not showing up, you know, multiple  
2 things that we've paid that never showed up until  
3 months later.

4           So the post office has not helped you, has  
5 not been your friend. All of these things combined  
6 create a lot of distrust and frustration, and I -- I  
7 feel sorry for you guys, but I feel sorry -- more  
8 sorry for all of the people that are here that are on  
9 a fixed income, and they get a 600-dollar bill and,  
10 oh, that's bad, just ignore it. Well -- and you want  
11 people to be on auto pay, so you don't have to deal  
12 with the post office; right? And I had -- we had to  
13 be on auto pay because we're out of town. We wintered  
14 somewhere else, so we wanted to make sure our bills  
15 were paid. Well, we were checking our -- our balance  
16 every day and our transactions online which a lot of  
17 people in that are my age and older do not get on  
18 computers and look stuff up. It's just not -- I mean,  
19 if my parents would have had to do that, they would  
20 have just said, okay, that's it, I'm done, and my  
21 husband is almost that way, too. So it's all on me;  
22 right?

23           But anyway, you know, you've got to realize  
24 that people are in different -- you know, I think you  
25 know. You guys are all tech savvy and everything, and

1 I'm more tech savvy than most, but you've got to  
2 realize you've got to meet people where they are, and  
3 you get a bill or this many bills or, you know, you  
4 get two different bills or you get a bill, and like  
5 the lady, she wrote it in her book (inaudible) you get  
6 a bill, and it's, oh, what came out of my account  
7 doesn't match what's on the bill. I was lucky enough  
8 that I was still working during part of that time  
9 period and had a little bit more money in my checking  
10 account than I normally would have, but it's like, you  
11 get a bill and that should be golden, and you write  
12 that down in your checkbook, and that's what comes  
13 out.

14                   So I know you guys are working on that,  
15 but. You better get a new project manager, and you  
16 better get the staff to test and get it right because  
17 all of these other things happening, rate increases  
18 coming up, and all this other stuff, people wouldn't  
19 be so frustrated and fighting you on every step of it  
20 if they felt confident that things were being done  
21 correctly, you know, and we've got solar. I'm not  
22 convinced -- thank you. At this point I have no idea  
23 if you're doing things properly, and I know that there  
24 are checks and balances. Hopefully, you've got some  
25 people that are auditing and making sure that

1 everything is being accounted for properly, but I have  
2 no confidence that it is.

3 JIM BUSCH: Could you speak a little bit  
4 more about your solar experience?

5 KAREN RANKIN: We have solar panels that we  
6 have put in, and it does reduce our bill. A lot of  
7 times we think, well, yeah, that was kind of a cloudy  
8 month, so I -- I get it. You know, your usage goes  
9 up. The sun isn't out, and it may be colder when the  
10 sun isn't out, and it's going to vary a lot. But,  
11 and, again, I'll say for people on fixed incomes, it  
12 would be nice if you could have the level pay, but  
13 once, again, who's going to rely on that with all of  
14 these problems, who's going to rely on the auto pay to  
15 ever come out right that you're paying what you  
16 actually used. So, you know, that's frustrating as  
17 well for people.

18 GEOFF MARKE: For transcript purposes --

19 CHARLOTTE EMERY: Ms. Rankin?

20 GEOFF MARKE: -- could you speak a little bit  
21 with what you have in your hand, so that -- those are  
22 bills right there.

23 KAREN RANKIN: Yeah. This is the 20 -- or  
24 how many -- nine -- nine, that we've got --

25 GEOFF MARKE: So just to be clear for



1 transcripts, you got nine bills in two weeks?

2 KAREN RANKIN: Yes. Nine bills in two  
3 weeks.

4 GEOFF MARKE: Right.

5 KAREN RANKIN: Right. You know, again,  
6 my -- with insurance company system background stuff,  
7 you know how many things are supposed to be produced  
8 every day and night, and you have checks and balances  
9 on that. I -- I don't understand how anything like  
10 this could ever happen. You're working on it.

11 DIANA CARTER: Ms. Rankin, I just want to  
12 say thank you, not only for sharing and to everybody  
13 who gets up here and shares. I know it's hard. Most  
14 people don't want to sign up for public speaking.  
15 Nobody wants to do that. So, thank you. Also, thank  
16 you for being respectful to us. I -- we by no means  
17 want anyone to feel sorry for us. I'm not asking for  
18 that, but it is nice -- yeah. It is nice to have  
19 someone share their concerns in a respectful manner.  
20 All of us up here are -- are doing our best as well.  
21 And we certainly do not like what's happening  
22 (inaudible) and we were actually made fun of at the  
23 last meeting for apologizing too much, so. We're  
24 trying to strike the balance to -- to express the fact  
25 that we understand where you're coming from. We

1 understand the frustrations. Customer Liberty,  
2 customer Liberty, customer in Kansas, Liberty customer  
3 in Missouri. We all live here locally. I've been  
4 with Empire for 20 years. Almost 30 years. 20 years.  
5 So -- so we understand, and we are sorry and -- and we  
6 are trying, and we want to earn your trust back. So  
7 please keep sharing your concerns, and we do ask  
8 that -- that you do so respectfully for us, and we are  
9 just here to help.

10 JIM BUSCH: Steve Kraus. Steve -- Steve  
11 Kraus. All right. Ron McKay. Is it Colonel McKay?

12 GEOFF MARKE: As Colonel McKay makes his way  
13 up, I just want to remind the audience if you could  
14 try to keep it down a little bit or if you want to  
15 talk, please just go to the back, and I say that for  
16 your benefit because I need this transcript. All  
17 right? So we need to be able to audibly catch  
18 everything that's going on here. Thank you.

19 JIM BUSCH: Go ahead, sir.

20 COLONEL MCKAY: Thank you. I just have a  
21 few little questions here on your billing, and it's  
22 very confusing to me. I have a doctorate degree in  
23 astrophysics. Math is easy for me. Computers are  
24 easy, too. But I get a bill for 3,000 gallons a  
25 month, 4,000 gallons, an even number. So they've been

1 out reading my meter. How do you read a meter and  
2 come out with a even number? I am still trying to  
3 figure that out. I mean, I can't even do that on a  
4 gas gauge.

5 The -- I get a bill for one month for  
6 4,000, and I pay 300-some dollars -- I mean, \$35, \$40.  
7 I get a bill for \$3,000. The next month,  
8 2,000 gallons. I get a bill for \$95 and something. I  
9 get a -- and all of a sudden one month I filled a  
10 swimming pool somewhere because they billed me for  
11 26,000 gallons. And then the month -- and the month  
12 before that was 7,000. Well, I didn't pick it up  
13 because it was automatically deducted, and I wasn't  
14 worried about nickels and dimes at that point.

15 I don't know how your billing works. I've  
16 talked to the ladies out there, and they've been very  
17 helpful, telling -- I like to be billed the same time  
18 every month. And it shouldn't vary that much, and it  
19 shouldn't be an even amount if they're reading meters.  
20 I've looked at that meter. I've been there since '19,  
21 living where we are on -- on Liberty, and they said  
22 they put in a new meter. The same meter is -- I  
23 marked it. It's the same meter that's been there  
24 since day one. When I had that 26,000, they were nice  
25 enough, they came out, guy sat out there with me and

1 we shut -- made sure everything in the house was shut  
2 off, there was nothing running, the meter wasn't  
3 running either. But they still -- I said, well, how  
4 did I get 26,000 gallons then? He couldn't tell me.  
5 And then the one lady said over the phone, she says,  
6 well, maybe there was a problem with our decimal point  
7 in the computer. And I'm saying, what? How does that  
8 work? Otherwise, I -- you know, the water's not that  
9 bad, but I think it's bad business to raise your rates  
10 so quickly on people. Bring them in slowly.

11 I was CEO of a large oil company. And you  
12 bring in everything slowly. You just don't cram it  
13 down somebody all at the same time. So I -- that's  
14 what I'd like to see is just a little more PR work,  
15 that way to help things out and not get people all  
16 upset and bent out of shape. I mean, it's -- I --  
17 it's been an interesting meeting for me. I haven't  
18 been to one of these in a long time, so. Hope I don't  
19 have to come back and say anything, but thank you  
20 anyway and -- for listening to me and --

21 ERIC LARSON: Colonel? Colonel.

22 COLONEL MCKAY: Yes.

23 ERIC LARSON: Over here. Where -- where do  
24 you live? Where is the -- which system are you in; do  
25 you know?

COLONEL MCKAY: [REDACTED].

It's off of Meadow View, off of 13.

ERIC LARSON: In Ozark?

COLONEL MCKAY: It's in Ozark, yeah. We were on Politician Mustard (inaudible) did that piece of ground there for taxes or something.

ERIC LARSON: So regarding the even dollar amounts or the even read amounts, I would love to look at your bills. Very often if we -- if there was issues reading the meters, they may have been estimated or --

COLONEL MCKAY: I understand the estimation of it.

ERIC LARSON: Sure, sure.

COLONEL MCKAY: What I don't understand maybe -- we pay -- there's a spread of about 5 or \$10 -- days in there on your billing. I would think billing -- I know as an oil company, our bills went out right away on the same day every day. And I think that people would understand that more.

ERIC LARSON: So you mentioned the ladies were helpful. Were they able to resolve to your satisfaction the bills or at this point just --

COLONEL MCKAY: They just gave me some idea what they were doing and so forth. I still don't

1 understand it, but.

2 ERIC LARSON: If you -- we do have the  
3 folks out in the --

4 COLONEL MCKAY: That's who I was talking  
5 to.

6 ERIC LARSON: Okay.

7 COLONEL MCKAY: Very helpful, very helpful.  
8 Very courteous and very nice and everything. I still  
9 don't understand -- there's maybe 10 days in there of  
10 reading the meters, the difference in the amount going  
11 through, but come up with an even total --

12 ERIC LARSON: Well.

13 COLONEL MCKAY: -- some are like -- here's  
14 a bill for 4,037. Well, they found -- so he must have  
15 read the meter for 67.79, then I get another bill back  
16 here, look at it -- oh. Well, here we go. I can use  
17 this one. 4,000 gallons for 31.54. 13,000 gallons  
18 for 96. 26,000 for 109. 6,000 for \$28. That's a lot  
19 of difference. But I imagine, you know, anytime you  
20 take over a new area, it's difficult to do, but. I --  
21 it's confusing to us older people -- or I'm retired.

22 GEOFF MARKE: I've got one clarifying  
23 question. It's not clear to me right now whether or  
24 not Liberty's customer service took care of your bill  
25 or not. Like, I understand that -- the bills were

1 incorrect, that, you know, instead of 2,000 gallons,  
2 it was 20,000 gallons, but was the issue resolved or  
3 still an outstanding --

4 COLONEL MCKAY: We paid the bill.

5 GEOFF MARKE: You paid the bill?

6 COLONEL MCKAY: We paid the bill. No one  
7 to argue with.

8 GEOFF MARKE: Just to clarify, did you pay  
9 the bill for the 26,000 gallons?

10 COLONEL MCKAY: Yes, we did.

11 GEOFF MARKE: Well, that's a problem, sir.

12 COLONEL MCKAY: I know it is, but --

13 UNIDENTIFIED MALE 7: They cut you off if  
14 you don't pay (inaudible).

15 COLONEL MCKAY: We can't -- we talked to  
16 somebody -- these poor customer service people  
17 couldn't answer the questions, and the -- and the  
18 meter reader came out, was very nice, very helpful and  
19 everything, but we couldn't figure out where that  
20 water went to. We don't have a swimming pool or  
21 anything.

22 GEOFF MARKE: Did -- did the following month  
23 have the same volume of gallons?

24 COLONEL MCKAY: No.

25 GEOFF MARKE: It was a one-off?

1 COLONEL MCKAY: Let's see. That following  
2 volume a -- had, what is it, 26. Here. We had --  
3 here it is.

4 CANDICE KELLY: Colonel McKay?

5 COLONEL MCKAY: 6,000 the following month.

6 CANDICE KELLY: We will -- we'll definitely  
7 look into that. I know you spoke with the ladies out  
8 here, but --

9 COLONEL MCKAY: They were very nice.

10 CANDICE KELLY: -- Eric and I are going to  
11 take a look at that as well and look at your meter.  
12 There's also --

13 COLONEL MCKAY: I'll meet with you anytime.

14 CANDICE KELLY: Yeah.

15 COLONEL MCKAY: I have the time to do it.

16 CANDICE KELLY: I also want to say thank  
17 you for your service, sir.

18 COLONEL MCKAY: You're welcome.

19 JIM BUSCH: I would generally say that if  
20 you get a bill like that, that jumps up, that makes no  
21 sense, and you -- they call out, and there's no -- you  
22 know, they shut off everything in your house, and it's  
23 not running, generally speaking, they're going to give  
24 you a leak adjustment, so that is something you should  
25 definitely ask for.



1 COLONEL MCKAY: Well --

2 JIM BUSCH: Because, obviously, it wasn't  
3 something that you used. You know, there was  
4 something that was -- it was shut off, so. Generally  
5 speaking, they'll probably look at some sort of leak  
6 adjustment because that just doesn't make sense and  
7 most -- most utilities will take that into account.  
8 So if you ever -- if anybody ever has that, definitely  
9 ask for that. They'll come out, there's no leak.

10 COLONEL MCKAY: There was like --

11 JIM BUSCH: So...

12 COLONEL MCKAY: It would vary for each  
13 month, and she explained, well, maybe there's a lot  
14 more days in there. You know, you pay 4,000 gallons,  
15 you pay 31.54, and the next month you used  
16 26,000 gallons, and you -- 148, and then you use  
17 6,000 gallons, and it's 105. You use 3,000 gallons  
18 and it's \$33. You know, there's no sense in that.

19 JIM BUSCH: There's no sense in that, but  
20 that 26,000 is an outlier. That should have been --  
21 yeah.

22 COLONEL MCKAY: The gallon -- I thought I  
23 had a swimming pool. I guess not.

24 JIM BUSCH: Thank you, sir.

25 COLONEL MCKAY: Thank you very much.

1                   JIM BUSCH: Chad Pappitt. It looks like  
2 Pappitt. Ted Brooks. No Ted. You're -- I see you.  
3 I know. Joshua Neil. Six down. Yeah.

4                   JOSHUA NEIL: First, I would like to thank  
5 you guys for coming here to answer our questions and  
6 to hear our complaints. I am a solar customer of  
7 Liberty, and the problems for me started last July.  
8 That was the last of the electric bill that I  
9 received. I called customer service the next month.  
10 I didn't receive one. And they said there was a  
11 billing issue, that you had a new system which I --  
12 you know, I understand. I'm IN accounting. I  
13 understand it.

14                   So another month went by. I didn't get a  
15 bill. I called customer service. The same answer.  
16 Six months went by. No bills. I called customer  
17 service, the same answer. So after that, I -- I asked  
18 to be -- to the next level. Management, they said  
19 they would not transfer me to the next level. That's  
20 wrong. So in response to that, I called the Public  
21 Service Commission. In one week, I got a bill. It  
22 was fixed. Until the next month. I didn't get a  
23 bill. I'm just trying to pay my bill. So I called  
24 the Public Service Commission the next month. A week  
25 went by and I got my bill. So I'll say that, you

1 know, that's the issue. The biggest issue for me.

2 The other issue is noncommunication. You  
3 guys did not communicate to us customers, that is  
4 huge. You would have a whole lot less angry people  
5 here if you communicated this issue. Coming here  
6 tonight, we did receive this bill impact, and I don't  
7 know if everybody saw but are our rates going up 30 to  
8 40 percent? Is that true?

9 GEOFF MARKE: That's the request.

10 JOSHUA NEIL: That's the request. Is that  
11 the rate case?

12 GEOFF MARKE: Yes.

13 JIM BUSCH: We're currently in the process  
14 of wrapping up our --

15 JOSHUA NEIL: I don't know if everybody saw  
16 that, but that's 30 to 40 percent.

17 JIM BUSCH: Staff is currently finishing up  
18 its audit, and our testimony is due in a couple of  
19 weeks.

20 JOSHUA NEIL: That's not a good idea.

21 JIM BUSCH: So...

22 JOSHUA NEIL: That's not a good idea and  
23 hearing the lady earlier that her -- her water bill  
24 went up 500 percent, you guys need to do better. You  
25 guys need to do better. 500 percent increase, you

1 know, what are the rates -- have you guys compared the  
2 rates around the area? Where is Liberty at compared  
3 to other local areas? Because I'm going to guess it's  
4 higher.

5 CHARLOTTE EMERY: I would say generally we  
6 are higher when we do a comparison, yes.

7 JOSHUA NEIL: And you're asking for a 30 to  
8 40 percent increase.

9 CHARLOTTE EMERY: Yes. That's a -- that --  
10 on those components, yes, that's what the percentage  
11 of increase is.

12 JOSHUA NEIL: That's an issue. And the  
13 Public Service Commission needs to stop it. This is  
14 why -- why we have you guys; right? And the other  
15 thing I would request, will you guys be transparent  
16 in -- in -- and give us your income statement and your  
17 balance sheet? Let the customers see it?

18 CHARLOTTE EMERY: We file a -- an income  
19 statement inside of the rate case.

20 JOSHUA NEIL: Uh-huh.

21 CHARLOTTE EMERY: And there is a -- it's  
22 called a rate base schedule, but essentially, it's a  
23 balance sheet. It shows all of the plants, all of the  
24 accumulated depreciation, each of the components, and  
25 that is filed in the rate case.

1 JOSHUA NEIL: Okay. Are we able to -- is  
2 the customers -- the public able to see that?

3 CHARLOTTE EMERY: Yes.

4 JIM BUSCH: You go to our website. It's  
5 case ER-2024-0261. It should be on that list and you  
6 can go into our EFIS system, and you can find the  
7 account.

8 JOSHUA NEIL: Yeah. I'd be very much  
9 interested.

10 JIM BUSCH: Do what? Yeah.

11 JOSHUA NEIL: To see your cash positions,  
12 to see where the money is going.

13 CURT GATELEY: The electronic docket system  
14 can be a pain to dig through.

15 JOSHUA NEIL: Okay.

16 CURT GATELEY: It might help if you called us  
17 or even the company and asked, hey, which item in the  
18 docket is that under because there might be 300 items  
19 in there. If they can narrow it down to one, even if  
20 there's lots of attachments to dig through, you know,  
21 it would save you time.

22 JOSHUA NEIL: No. That'd be great. No.  
23 I'll call the Public Service Commission to get that.  
24 That would be great.

25 Like I said earlier, I am a solar customer.

1 And I do -- I am -- I -- I look at my solar every day  
2 or I give my output every day. My output versus what  
3 Liberty is saying I -- I give is not -- it doesn't  
4 match. I do it every day. I've done it since 2018.

5 CANDICE KELLY: So...

6 JOSHUA NEIL: This hasn't been happening  
7 since 2018. So I compare it. I do a comparison  
8 analysis on all of this.

9 CANDICE KELLY: Uh-huh.

10 JOSHUA NEIL: It has been within the last  
11 year since this new system.

12 CANDICE KELLY: Are you comparing the usage  
13 from your invoice to what your solar app is showing?

14 JOSHUA NEIL: Yes.

15 CANDICE KELLY: Because the meter you're  
16 using IS whatever you're producing --

17 JOSHUA NEIL: Right.

18 CANDICE KELLY: -- before.

19 JOSHUA NEIL: Right. There's an amount  
20 that I use during the day, I realize that. The  
21 difference between what the output is for my solar and  
22 what goes out. And I do realize that. But that has  
23 significantly decreased --

24 CANDICE KELLY: Okay.

25 JOSHUA NEIL: -- in the last year since

1 this new billing system went into place.

2 CANDICE KELLY: We -- sorry. I thought --

3 JOSHUA NEIL: I have -- I have the  
4 spreadsheet. It has the last eight to seven years on  
5 it. I'll show it to you.

6 GEOFF MARKE: Mr. Neil --

7 CANDICE KELLY: You have.

8 GEOFF MARKE: -- I had an opportunity to  
9 speak with another intervenor in the rate case here  
10 earlier this afternoon I'd like to put you in contact  
11 with --

12 JOSHUA NEIL: Yes.

13 GEOFF MARKE: -- specifically over the solar  
14 issue.

15 JOSHUA NEIL: That would be great.

16 GEOFF MARKE: I'd be more than happy to go  
17 ahead and give you something right after this.

18 JOSHUA NEIL: Yep. And the one question I  
19 would ask you, so if a solar customer, if we produce  
20 more than what we use, we get a credit back for that;  
21 right? Are you guys implementing a 40 percent  
22 increase on the amount that we're getting back, the  
23 rate?

24 CANDICE KELLY: So there is -- like, you  
25 get a credit of 5 cents for everything that you

1 overproduce.

2 JOSHUA NEIL: Right.

3 CANDICE KELLY: That goes into a bank, if  
4 you will.

5 JOSHUA NEIL: Right.

6 CANDICE KELLY: As far as the other  
7 question, I'm assuming --

8 JOSHUA NEIL: No.

9 CANDICE KELLY: -- you mean the rate case.

10 JOSHUA NEIL: You just proposed a 40 -- 30  
11 to 40 percent increase. Is the rate you're getting  
12 back for (inaudible) increasing 30 to 40 percent?

13 DIANA CARTER: (Inaudible).

14 JOSHUA NEIL: Okay.

15 DIANA CARTER: (Inaudible) in the case, and  
16 that is something they could propose (inaudible)  
17 Liberty charges is pursuant to our tariffs. The rates  
18 are in our tariff that is approved by the Commission  
19 and on file with the Commission. And those rates get  
20 changed in the rate case. They don't change outside  
21 of that. Those types of rates. So if that were to be  
22 changed, it would be during this rate case.

23 JOSHUA NEIL: Okay.

24 DIANA CARTER: We have not proposed that  
25 change.



1 JOSHUA NEIL: So there hasn't been a  
2 proposal for the credit for the solar customer?

3 DIANA CARTER: For a change in the rate?

4 JOSHUA NEIL: Uh-huh.

5 DIANA CARTER: Not to my knowledge, no.

6 UNIDENTIFIED MALE 8: Are you going to get  
7 an extra --

8 JOSHUA NEIL: Right.

9 UNIDENTIFIED MALE 8: -- raising the rates?  
10 Are you going to give an extra --

11 JOSHUA NEIL: For the extra we are giving  
12 back to.

13 CHARLOTTE EMERY: So how it -- how it --  
14 how it currently works is, when you do generate, it is  
15 going to net kilowatt hour to kilowatt hour.

16 JOSHUA NEIL: Right, right.

17 CHARLOTTE EMERY: So if there is a  
18 40 percent increase that gets approved --

19 JOSHUA NEIL: Right.

20 CHARLOTTE EMERY: -- that's going to go up.  
21 Your net against that will offset that so.

22 JOSHUA NEIL: I'm talking about what I  
23 produce above what I use. So you say you -- I used a  
24 thousand kilowatts, I produced 1,200. So there's a  
25 200-kilowatt that I gave back to Liberty. I'm

1 supposed to be paid for that. My question is, for  
2 that 200 kilowatts, I get a specific amount per  
3 kilowatt for that. Is that rate going up for  
4 (inaudible).

5 JIM BUSCH: Mr. Neil, that would be a great  
6 question to talk about at the LPH for the electric  
7 case.

8 JOSHUA NEIL: Okay. Thank you.

9 JIM BUSCH: So, all right.

10 JOSHUA NEIL: And the last thing I'll tell  
11 you, I do appreciate you guys. I do appreciate you  
12 guys being here. And I do appreciate you guys for  
13 apologizing for the issue, but what I would suggest is  
14 to give a plan to the public of how you're going to  
15 get the trust back. This is what we're going to do.  
16 We know we've lost your trust. These are the steps  
17 that we're going to do to get it back. I think you'll  
18 get a lot better reaction from the public if you do  
19 that. Thank you.

20 GEOFF MARKE: Thank you.

21 JIM BUSCH: Susan stokes. She came up  
22 earlier, but I don't see her. Susan Stokes. Nicole  
23 Baker.

24 NICOLE BAKER: Hello. I'm Nicole Baker, as  
25 you said. I'm a resident of Hoffman Hills in Willard,

1 and I have a new construction home. It's a new  
2 development in Willard. And I moved in, in August. I  
3 transferred service before I occupied my home.  
4 (Inaudible) for my bill to come. It never came. So I  
5 called in September. I was told to wait at least six  
6 weeks for my bill to arrive. So when -- in October,  
7 no bill arrived. I again called. And customer  
8 services told me that my account was never transferred  
9 into my name. So they transferred the account into my  
10 name. And then in November, still no bill had come.  
11 So I was told when I called again, that it would take  
12 at least six weeks again for the account to be  
13 transferred into my name. So I called again in  
14 December when still no bill had come. And I was told  
15 to call again in two weeks.

16           So two days before Christmas, I called.  
17 And because I still had not received a bill. Unlike  
18 everybody getting double billed, I was getting no  
19 bills. And, so two days before Christmas, I called  
20 and the customer service representative told me to  
21 call in six weeks. So I confirmed with that person.  
22 I said, you want me to call in six weeks. I said,  
23 that's going to put me calling, like, the first of  
24 February. I said, you want me to wait six more weeks  
25 because I've not received multiple bills, and every

1 time I had called -- called and called and called,  
2 they said we're going to expedite this to my  
3 supervisor, we're going to expedite this to the next  
4 level, the next level, the next level. Here I am  
5 months and months into my house. I have not received  
6 any bills. They haven't shut my electric off, so I  
7 thought that was great, but I was worried about this  
8 ginormous bill that I'm going to eventually get, so I  
9 confirmed with her, I'm not going to call until the  
10 first of February. January past, still no bill.  
11 First of February, I called her the first week of  
12 February. I called. Because still I had not received  
13 any bill. I was told I could make a payment to the  
14 account that literally had a zero balance to it. And  
15 assured that my meters were being read. And then  
16 (inaudible) I received bills for the first three  
17 months, August, September, October. I called, and  
18 then I was informed that I should wait until all my  
19 bills had been received to set up a payment plan, so  
20 that I could make payments on the entire account and  
21 not just the first three months, and I thought that  
22 was a great idea. But I was thinking that they would  
23 come quickly. April I received bills for the first  
24 five months, August through December, and then in May,  
25 I finally received bills for all of my -- like, all of

1 the bills from August to May.

2 So June 1st, I called to set up a payment  
3 plan. (Inaudible) which totaled \$1,122.70. So  
4 June 1st, I called customer service to set up this  
5 payment plan, but I was told because I had not paid a  
6 payment in the past 60 days, I could not be put on a  
7 payment arrangement, and I was also eligible for  
8 shutoff but it had not been yet -- but it not yet had  
9 been scheduled. I was nice to the lady, but I did  
10 have a bit of an attitude because here I had not made  
11 a payment in nine months. But I did correct this  
12 error. I had to pay 33 percent of the bill, which I  
13 had because I had not made a payment in nine months,  
14 so.

15 CANDICE KELLY: Ms. Baker?

16 NICOLE BAKER: Yes.

17 CANDICE KELLY: I'm sorry for interrupting  
18 you.

19 NICOLE BAKER: That's fine.

20 CANDICE KELLY: But I would like to  
21 sincerely apologize because that is not the way that,  
22 that should have been handled.

23 NICOLE BAKER: That's fine.

24 CANDICE KELLY: When you called, you should  
25 have been offered whatever you needed. There should

1 not have been a down payment.

2           NICOLE BAKER: I did make the payment,  
3 however, and then the remainder of the bill was to be  
4 added to my monthly electric bill over the next 12  
5 months, adding an additional \$66 to my monthly payment  
6 over the next 12 months, not twice the length of the  
7 delay as early -- earlier expressed.

8           All of this to say, I am not the only  
9 person in my new subdivision of Hoffman Hills in  
10 Willard, Missouri, to be having these issues. This is  
11 just one story, and I'm just one voice. I believe  
12 with proper billing practices, diligent customer  
13 service and a better plan, this could be avoided in  
14 the future. Thank you.

15           CANDICE KELLY: Thank you, Ms. Baker.

16           JIM BUSCH: Carol Olson. Carol Olson. All  
17 right. Michael Ward.

18           MICHAEL WARD: My question is specific to  
19 the electric portion of Liberty. I received my bill  
20 yesterday for June, and I do not understand the  
21 off-peak credit based on 69 kilowatt hours when I used  
22 310. So in other words, you're allowing me a \$1.38  
23 credit. In December, it was \$5.96. It's (inaudible)  
24 down, down, down. What is the off-peak credit rate,  
25 and when is it applied? What time frame of the days

1 is it applied?

2 CHARLOTTE EMERY: It's a two-cent credit,  
3 and it applies for usage after -- from 10:00 p.m. to  
4 6:00 a.m.

5 MICHAEL WARD: So when you're supposed to  
6 be sleeping, you're not supposed to be using  
7 electricity.

8 TIM WILSON: Actually, you're correct.  
9 That's why it's cheaper. There's on peak during the  
10 day. For example, during the summer, it's really hot  
11 during the day. Power prices are high. You've got  
12 everything running. All of your coal, all of your  
13 natural gas, everything you have is running. It's  
14 going to be higher. In the evening, when things cool  
15 off, market prices typically go down. And, so that  
16 rate was actually designed between the company and OPC  
17 and staff to help incentivize people to maybe run  
18 their dishwashers or something like that later in the  
19 evening to try to save money and to help level out  
20 costs for them, but that's why it was designed that  
21 way.

22 MICHAEL WARD: Okay. So explain to me why  
23 in December my electric bill was \$310? We had no  
24 outside lights on. We had no Christmas tree. We had  
25 nothing except normal electric, and it steadily

1 dropped, dropped, dropped. The customer charge, I  
2 understand now. It's been addressed. The storm  
3 of 2021, I don't see where Liberty should have assumed  
4 that debt, no matter what the legislature said. What  
5 is a fuel adjustment clause?

6 CHARLOTTE EMERY: So the fuel adjustment  
7 clause recovers fuel that we have spent for our  
8 generating units to run to produce the electricity.  
9 And, so the base -- the rates that are included, like,  
10 so the two cents, the 13 cents and the 11 cents, it  
11 has a level of fuel built into it, and the fuel  
12 adjustment clause line is the difference between what  
13 we actually are paying for fuel costs and what is  
14 built into that -- into that rate. And that rate  
15 changes twice a year. It changes on December 1st and  
16 June 1st.

17 MICHAEL WARD: Okay. But you have -- you  
18 have the capability. Like my house here in Ozark,  
19 Joplin can turn my electric on or off anytime they  
20 want to because the storm in March '24 -- in 2024,  
21 both my neighbors were without power. I had power,  
22 but they shut the whole block off for an hour and a  
23 half to replace poles that had been destroyed in the  
24 storm. Is that -- is that cost included in the  
25 customer charge?



1 JIM BUSCH: No.

2 MICHAEL WARD: It's not? Okay. Thank you.

3 JIM BUSCH: Thank you. Mr. Brooks. It's  
4 your turn.

5 TED BROOKS: I come from old school, and my  
6 neighbor, Buddy Epsom (phonetic), is the one that told  
7 me about the Ozarks when I was living next door to him  
8 in Balboa Island. I got sick of California and the  
9 corruption and all the crap I saw going on. I built  
10 and ramrodded the biggest construction project in  
11 Orange County, in Costa Mesa, right across the street  
12 when they were breaking the -- breaking ground for the  
13 Performing Art Center. We built 770 units. On one  
14 site we had nine -- nine nine-story buildings,  
15 biggest, and we changed the whole course of direction  
16 in Orange County history. Went up -- you know, we  
17 went vertical because we didn't have the land. So we  
18 went to 150 feet down for power lines, two-story  
19 underground (inaudible). Been in this game a long  
20 time.

21 I had friends here, and I told Buddy, I  
22 want -- I want my Mayberry. So I came here. He said,  
23 well, the -- this is my show. I said, what, you know  
24 Beverly hillbillies? He goes, yeah. I said, I'm not  
25 going to Kentucky. He said, you dummy, he said, you

1 don't even know what the Ozarks are. I said, no,  
2 where is it? He goes Ozark, I mean, Missouri. I  
3 said, I fly over that when I go to New York to go to  
4 Europe to travel. I don't go in the middle. But when  
5 I got here, he said, Ted, he said, you're an investor  
6 and people, business and (inaudible) and you don't  
7 take shit, and you come from old school where you  
8 don't mess with me, and you don't mess with the people  
9 I love.

10                   And this is the first time I've been in a  
11 meeting like this for a long time since we were  
12 bidding for the Branson Landing, and when we were  
13 bidding for that, we were asked for skim money because  
14 we were the only ones with 380 -- \$58 million. And I  
15 told the city attorney and Lou Schaefer, I said -- I  
16 said, you -- you guys just asked us for fraud. And  
17 you're talking to the man that just built the World  
18 Bank sitting next to me, one of my best friends. We  
19 work with FON stock. It was publicly traded. I said,  
20 we don't do that down here. Or anywhere because it's  
21 called skim, and it's called fraud, and you're going  
22 to go to jail, and our money is accounted for every  
23 penny which is why I'm here.

24                   When I found out dear friends of mine at  
25 Chase here in the town of Springfield were getting

1 screwed over by a crooked site lead and her sidekick  
2 HR, they were covering up the crimes of that, people  
3 were pulling sexual harassment and everything else and  
4 terminating the people that were trying to get --  
5 gone, and when I found out about it, I don't work  
6 corporate. I don't -- I told -- in the end, I'll tell  
7 you all what happened. I said, I want to know who's  
8 ahead of these guys, who is running this show at  
9 corporate? They said, well, that's the lady on the  
10 commercials, Dee Wallen (phonetic), Chase commercials  
11 back in the day. I said, what's her name? What's her  
12 phone number? So I got it. I called her up at her  
13 office. She was right next door to Jamie Diamond.  
14 That's how far up the food chain -- she runs all the  
15 Chase centers for the American people. I said, you  
16 got a problem here with two people that you personally  
17 appointed to open this site, and they're corrupted as  
18 hell, and you need to get back here, and do your own  
19 investigation. Six months later, it was the biggest  
20 corporate layoff in that call center in their history  
21 in this country. And she then asked me to run -- run  
22 the show. I said, you don't have enough (inaudible)  
23 that job. And she said, I'll give you more money than  
24 you'll ever imagine. I said, I'm not about money, I'm  
25 about what's doing right, and when I see people in

1 this room getting 500 percent increases, that's  
2 nothing to me. But it is to people on fixed incomes,  
3 and that infuriates me. When I came here to town, I  
4 saw a bunch of meth heads in their -- their little  
5 trailers behind when we had O'Reilly's on 3rd Street,  
6 and I told Don, I said, we need to clean that crap up.  
7 They've got holes in their living rooms. While their  
8 kids are watching TV, they're cooking meth. We have  
9 the same guys down at the river walk which wasn't a  
10 river walk. It was a old dilapidated mill with people  
11 doing drug deals, and it wasn't safe to be out there  
12 past dark. I said, why aren't we doing something with  
13 this? Let's do a mini San Antonio. So I dragged  
14 everybody from downtown, Calignan (phonetic) and all  
15 the guys. I said, let's go out to Lebanon and see  
16 what they did with their deal. Theirs was 25 million.  
17 We cut out that. We cut out the entertainment side  
18 because we had the school, and then at that point we  
19 did what we did which was what we're sitting in right  
20 now. This is -- I was the one that gave the original  
21 architect -- architectural design that I scribbled  
22 out. This is what we need to do (inaudible). Anyway,  
23 it was a \$20 million project at the time they  
24 proposed. I was behind all that. I didn't take a  
25 dime. I didn't care. It was about helping this town

1 because I love our town.

2           2004, we put together the big cleanup, and  
3 now we're having the Sertoma Club, and it's all clean  
4 and people can take a safe walk along the river. And  
5 right now, I see -- my -- my whole point in this, when  
6 I -- I had 16 different billings on five meters. They  
7 were changing. Your program is altering our addresses  
8 illegally. Because these are ponder -- I finally got  
9 ahold -- I talked to Eric. I said, I'm done with this  
10 bullshit that you guys do, this no name stuff, and no  
11 people to talk to, and it's only first-name basis,  
12 then you don't get to the upper -- it doesn't escalate  
13 for a damn thing. I had enough. I said, Eric, I want  
14 this shit taken care of because he was there when we  
15 put these addresses to the USPS and people living in  
16 these buildings, and now it's -- it's screwed up that  
17 people who are in one unit are now getting different  
18 units with different names, no mailboxes, and that's  
19 how screwed up your program is. So I asked Eric, I  
20 said, what the hell is going with this thing? He  
21 said, they brought in IBM, and I said, anybody who is  
22 so stupid to hire the same company that got their very  
23 first operational program for the entire damn company  
24 for all these years to Bill Gates, the most corrupt  
25 evil man in this world, he's a globalist. His purpose

1 is to destroy the economy. Ruin people's lives. He's  
2 altering our food content to get us out with a jab.

3 I put a post out in 2020 the first week in  
4 January, and by January -- by February 1st, it was  
5 shared 17 and a half million times. And they put me  
6 on the same list as Bongino and Tucker and all those  
7 guys in Denver, a company finance, and paid for by  
8 Zuckerberg, that's my -- that's -- I will call anybody  
9 out that needs to be called out when people are  
10 getting hurt. I'm old school Sicilian. You don't  
11 mess with me, my friends, and you don't mess with our  
12 money.

13 And I see people choosing -- I hear it all  
14 the time in the stores -- food, gas or my electric  
15 bill or my rent. And whoever is a team that chose  
16 IBM, they would have already had their asses fired.  
17 No questions asked. Because I don't jump in bed with  
18 corrupt people like Gates. I've got friends that now  
19 work for Johnny Morris, and they're a hundred times  
20 better skilled at programming than these idiots that  
21 created this program that you guys have. And I would  
22 fire anybody who made mistakes with millions of  
23 dollars of people's money and 500 percent increases.  
24 Period.

25 TIM WILSON: Well, Ted, I'll tell you this.

1 I can't speak to the water stuff. There are a lot of  
2 people that made the decision to use --

3 TED BROOKS: I know there are.

4 TIM WILSON: -- IBM as our --

5 TED BROOKS: I know.

6 TIM WILSON: -- and almost all of them are  
7 gone.

8 TED BROOKS: Every one of them should be  
9 gone, and you know where it starts, and you know where  
10 it ends, right in your shoes. You're the president.  
11 Right?

12 TIM WILSON: I'm the president of this  
13 portion of Liberty Utilities.

14 TED BROOKS: Whoever is responsible for  
15 this billing impacting this portion should also be  
16 fired.

17 TIM WILSON: I would agree.

18 TED BROOKS: Okay. And I would do a  
19 forensic -- I would do a study on the right -- I would  
20 get into the money. I come from (inaudible) yacht  
21 club and every week, and I would follow the money  
22 because I guarantee you, your corporate parties cost  
23 more than half of these people in this room make in a  
24 year. Guaranteed.

25 TIM WILSON: I'm not invited to the

1 corporate parties. That's -- that's somewhere else.

2 TED BROOKS: I have a hard time -- I have a  
3 hard time accepting the fact --

4 TIM WILSON: I don't think you know we have  
5 a parent company.

6 TED BROOKS: -- that you have a president  
7 of a company who doesn't have the corporate games and  
8 the -- the -- you know, the lake life and all that  
9 stuff. It all comes with it.

10 TIM WILSON: I can tell you I live in  
11 Riverton, Kansas.

12 TED BROOKS: Well, maybe that's your  
13 choice. But there's perks. There's all kinds of  
14 things where money gets funneled around.

15 TIM WILSON: Ted, I'll be honest with you.  
16 You and I aren't that dissimilar. I am passionate  
17 when people are --

18 TED BROOKS: Then get rid of the program.  
19 Dump IBM. It's one of the most --

20 TIM WILSON: Are you going to let me talk?  
21 I was quiet while you talked. Please. I appreciate  
22 that.

23 My whole family is served by Liberty  
24 Utilities. My dad had billing issues; okay? He owed  
25 \$500. Can you imagine going home -- going to dad's



1 house for Christmas? The reason I'm still here is  
2 because I want to make sure you guys get things fixed.  
3 I can tell you, that's why I'm here. So I don't like  
4 to see when people get multiple bills. It's  
5 embarrassing. It's flat-out embarrassing. I had a  
6 customer -- we had one earlier that had nine bills. I  
7 had a customer's bill on my desk for four months, all  
8 nine of them.

9 TED BROOKS: I had a \$730 bill on a temp  
10 pole that I used for 30 minutes to pump up a tire on  
11 one of my big equipment and 700-plus dollars later.

12 TIM WILSON: Yeah. And the reason I'm  
13 telling you that is because I wanted that daily  
14 reminder on my desk to keep everyone -- hold them  
15 accountable all the way up to billing, IT, everything,  
16 as a reminder on a daily basis, and I finally threw  
17 them away, but I can tell you there's no one more  
18 passionate about fixing this than me.

19 TED BROOKS: I doubt that. You have no  
20 idea how many people I have fired in my lifetime in my  
21 career. My bill went from 2,800 automatic --  
22 magically, got fixed to down about 800 bucks. From  
23 2,800. 2,000 in false charges. That's called theft  
24 in my role. You don't lie to me. You don't cheat me  
25 out of my money, and it's the same thing I feel about

1 everybody else. That's when I'm old school. And I go  
2 in looking for heads. I've walked in job sites and  
3 fired several hundred guys in one day. I said, you  
4 got one hour to pack your shit or you're going  
5 downtown on a concrete bed and free cable. That's how  
6 I roll.

7 And, so people -- this needs to be  
8 investigated. That's my push. Because there's no  
9 excuse. And no -- nothing that said, we'll dissolve  
10 what's been going on. That's incompetence, and  
11 whoever touched that contract that IBM is charging you  
12 guys monthly for the fees to use their -- their  
13 computer system can their ass and get somebody who can  
14 do it right with AI. AI can do more than a  
15 computer -- some little guy on a computer can do in  
16 three months. They can do it in seconds. So get up  
17 to the current, you know, operations with computers  
18 and get rid of the people who can't do their damn job.

19 JIM BUSCH: Thank you for your comments.

20 GEOFF MARKE: Thank you, sir.

21 JIM BUSCH: Sherry Horning.

22 TED BROOKS: By the way (inaudible)  
23 corporate, so there you go (inaudible) corporate  
24 (inaudible) service (inaudible) customer service are  
25 awful (inaudible). No. That's not ours. That's --

the rest of it, corporate. Fire them.

SHERRY HORNING: Good evening. My name is Sherry Horning. I live at [REDACTED]. We own our home, and we've lived there for about three years. We have lived in this area for over 30 years. We have had different providers for our electric and different providers for our water over the years, in the different places we have lived. I have never seen anything like Liberty -- Liberty Electric. We do not have our water service with them, but I have an interesting story to tell, and I'll try to make it quick, and I know that similar things that have happened to other people, but I know that you're recording this. And, so I feel it's important that you have -- have the information.

So we had invested in some money in our house to make some improvements, and one of those improvements was, we hired a company to come in and insulate our attic which was already insulated but with special expensive insulation that reflects heat. I -- we lived in Arizona for four years, and we had seen the presentation for this there, and we really wanted to buy it, but we ended up moving back here, so. It gets very hot here in the summer. It gets very humid here in the summer. So we thought, you

1 know, our bills were insane, the two summers prior,  
2 and I thought we've got to do something. So we  
3 invested \$8,000 in doing this, and we were  
4 guaranteed -- guaranteed that our electric bills would  
5 go down considerably, by at least 40 percent. So we  
6 had that installed in December of '23.

7           So last year, from May to October, the  
8 interesting thing was, instead of our electric bill  
9 going down, it actually went up. And I couldn't  
10 understand this because we had my daughter, her  
11 husband, and our granddaughter living with us up until  
12 that May. So I'm thinking, okay, we've spent \$8,000  
13 in improvements to reduce our electric bill. Three  
14 people have moved out of this house. Why is our  
15 electric bill going up?

16           So I called and spoke with customer  
17 service, and they said, oh, well, you must be on  
18 the -- I just lost. It's gone out of my -- budget  
19 plan. I said, no, ma'am, I never signed up for the  
20 budget plan, and that wouldn't make any sense anyway  
21 because if you're on the budget plan, you pay the same  
22 amount every month. My bills were going up, anywhere  
23 between \$80 and \$200 a month. I never paid an  
24 electric bill close to \$500. (Inaudible) of last  
25 year, our electric bill was \$469. I almost passed

1 out. I called again because this was increasing every  
2 month. And I was told, well, we just don't know what  
3 the problem is. And I said, well, there's a big  
4 problem. This can't -- it doesn't match up. It  
5 doesn't make sense. So I got no answers. And I spent  
6 all that money, that I feel I shouldn't have spent.  
7 Because the billing didn't make sense. Nothing about  
8 it made sense. And I got no satisfaction, and I got  
9 no answers, and I got no refunds.

10 So -- for this proposal that's coming out,  
11 for you to tell me that you're going to raise that  
12 bill 30 to 40 percent, this just can't happen. I am  
13 asking each and every one of you to think about this,  
14 how this is going to affect the people of the Ozarks,  
15 because we just can't have this happen. I happen to  
16 know -- I work with the public, on a volunteer basis.  
17 I'm actually disabled. So I can't hold a job. And I  
18 have a lot of people that are on the edge, and what I  
19 mean by that is, they are on the edge of losing their  
20 homes. Or they're already homeless. Trying to fight  
21 their way back and -- and find a life again. So this  
22 would just -- I can't even tell you what the impact  
23 would be on the people of this area. So I am asking  
24 you to really search your hearts before you do  
25 something that is going to be disastrous.

1                   JIM BUSCH: Ma'am, I would highly recommend  
2 you come back to the public hearing for the electric  
3 rate case and make those comments in front of the  
4 Commission.

5                   GEOFF MARKE: Ms. Horning, I appreciate the  
6 passionate response. I actually have a quick  
7 clarification question on your specific issue. You  
8 said that the bill went up between May and October.

9                   SHERRY HORNING: Uh-huh.

10                  GEOFF MARKE: What happened in November? Did  
11 the bill go down relative to your past years?

12                  SHERRY HORNING: No.

13                  GEOFF MARKE: Okay.

14                  SHERRY HORNING: It's never really been,  
15 what I would call reasonable.

16                  GEOFF MARKE: Okay.

17                  SHERRY HORNING: But it went back down to  
18 what it was before. So I would say our average was,  
19 like, 200 maybe \$29 during the summer months. And to  
20 reach almost \$500, I -- I never seen that before. It  
21 just --

22                  GEOFF MARKE: I'd like to follow up with you  
23 and to look at that a little bit. I know you gave  
24 your address before, but if you can please get one of  
25 my cards --

SHERRY HORNING: Oh, sure.

GEOFF MARKE: -- from the box. The e-mail is there if you just follow up with me, I'd appreciate it. Thank you.

SHERRY HORNING: All righty. Thank you.

JIM BUSCH: Thank you, ma'am. Sam Hunt.

SAM HUNT: Sam Hunt, [REDACTED]  
[REDACTED]. I've lived here since January. I'm going to beat a dead horse just a tiny bit. The theme has been established. Very high utility bills. January, February, coming down in March. A little bit more in April. Even more when the usage rate does not match the dollar amount being spent, there's a problem. You've heard it. Everybody's giving you examples. Something is wrong with the system.

Question. Electric meters, does an individual go to every single house AND physically look at the meter and read it? Problem. Problem with the electric meter -- meters. The old meters have a dial, had gauges. You can go out. You can see what you were using. Was a lot easier for the customers to see what they were using. Sometimes old school's better.

Technologies can be good. Technology when it falls apart can be bad. The meters need to be

1 physically looked at and read, not just trusted  
2 electronic communication. Doesn't work. The -- the  
3 technology is not there when we may think it is. It's  
4 not. Hopefully, the message is being sent. You're  
5 listening. You can (inaudible) the problem is.  
6 Because you get your marching orders just like  
7 everybody else.

8 I feel for the abuse that you've been  
9 taking here tonight. And I apologize, but you've got  
10 a lot of people on fixed incomes, you know, and you  
11 got somebody that has never had to endure living on a  
12 fixed income doesn't know what it's like. They can't  
13 pretend that they do. Please, please listen to what's  
14 being said. Fix the problem because ultimately there  
15 will be a rebellion, don't know how, but if things  
16 keep going this way, it won't be good for anybody.  
17 Thank you.

18 JIM BUSCH: Thank you, sir. Gina McFall.

19 GINA MCFALL: I've been an Empire customer  
20 all but one year of my life. I resided at the same  
21 location. I didn't opt for Liberty to be my new  
22 electric provider, and that's what I feel like's  
23 happened. You did switch out the meters. I was there  
24 to make sure that the meter reading was correct.  
25 Because you had an issue -- public with extremely high



1 meters. I do have three meters in the past. I only  
2 have two now. And I'm lucky if I got three bills. At  
3 one time they were all read on the same date at the  
4 same time, but they all had different due dates, and  
5 one of my meter bills was never provided to me. I  
6 would have to go to the office to pick it up.  
7 Numerous times when I paid my bill, because I write  
8 one check for all three meters, you came up with  
9 completely different due dates.

10 Another issue I've had with the changeover  
11 is, I was on the supply line that services the City of  
12 Sparta. I'm behind Apple Market. Somebody decided to  
13 change my electric to across the road, and now about  
14 every two months, I'm out of power for at least an  
15 hour or two, which I don't think that's acceptable.  
16 And I understand that you guys have the contract --  
17 streetlights on in Ozark, Missouri. I know they have  
18 a dark sky ordinance, but that doesn't mean no  
19 streetlights that work. And I don't know how in the  
20 world we're supposed to go out there and read the  
21 little meter, the label on that streetlight, and call  
22 it into an 800-number, and that's what the requirement  
23 is now.

24 Why isn't Liberty checking these  
25 streetlights, if there's a contract to maintain those

1 streetlights? I can tell you there's four of them  
2 probably between 3rd Street and South Street that  
3 aren't working, and if I hadn't talked to your  
4 engineer the one there at Church and 3rd, it would not  
5 be working today, I -- I'm positive, and that's a  
6 dangerous intersection with the no crosswalk light  
7 there.

8           So you might want to think about the things  
9 that you've already contracted to do that aren't being  
10 taken care of. And there's businesses that are lined  
11 up in Ozark, all (inaudible) to go with White River  
12 Electric for service instead of Liberty. Because  
13 Sonic up here couldn't get a transformer for months.  
14 So is that still a problem? So you are limiting the  
15 businesses being able to open in the City of Ozark  
16 also. Thank you.

17           GEOFF MARKE: Gina, hold on one quick second.  
18 I missed the very early part of this. What's your  
19 connection with Ozark?

20           GINA MCFALL: I am a resident --

21           GEOFF MARKE: Okay.

22           GINA MCFALL: -- just outside the city  
23 limits of Ozark. I own rental property in Ozark, and  
24 I'm a realtor.

25           JIM BUSCH: Ma'am, are you --

1           GEOFF MARKE: That's actually an interesting  
2 point. Can you speak a little bit about your  
3 experience as a real estate agent? Is the issue of  
4 utilities at all germane to that?

5           GINA MCFALL: It's much easier in  
6 Springfield to get your utilities because they're all  
7 under city utilities.

8           GEOFF MARKE: Okay.

9           GINA MCFALL: When you come to Ozark, you  
10 have to pay a deposit for electric, you have to pay a  
11 deposit for water, you have to pay a deposit for gas.  
12 And then the other thing is, with Liberty, if you're a  
13 husband and wife, and the wife wasn't on the account,  
14 you're going to charge her if her husband dies for a  
15 deposit to put it in her name. And that's not fair.

16          GEOFF MARKE: Thank you.

17          UNIDENTIFIED MALE 9: My wife was on the  
18 bill, and they told me she couldn't go on the bill,  
19 but she was able to -- I don't know -- somewhere back  
20 from where ever they were looking, said that she could  
21 deal with it, and I said, well, if she can deal with  
22 it, put her name on the bill. Because if I die, then  
23 what's going to happen? You'll have to prove all this  
24 other crap. Just put her name on the bill. I'm not  
25 sure, I think, prior to SAP it was, I'm not sure about

1 that, but I asked to have her put on there, and they  
2 told me they could not do it.

3 JIM BUSCH: If you can get with Scott and  
4 get your name, because if your power is going out,  
5 we'll have our electric department look into that.

6 GINA MCFALL: I think it is a squirrel  
7 issue. But it is one of those things when my shop has  
8 power and my house does not have power, you know,  
9 that's not fair.

10 JIM BUSCH: Right, if we can get your  
11 information, we'll pass it along to our electric.

12 GINA MCFALL: Thanks.

13 JIM BUSCH: Thank you, ma'am. Tom Ruggles.

14 TOM RUGGLES: (Inaudible) I spent 28 years  
15 in upper management, and I know you guys have been  
16 beat up pretty bad tonight. But you've got to stop  
17 making excuses. You've got to stop apologizing.  
18 You've got to fix it. You have to fix it. The  
19 ongoing problem is, is in routing our country here  
20 lately, and it's been going on for, like, the last 10  
21 years. I stepped away from a large corporation  
22 because of it, and it's called not holding people  
23 accountable. When you don't hold people accountable,  
24 this is what happens. This is what happens.

25 So you have to do the hard conversations.

1 You have to be the one that pulls that person aside  
2 that makes that mistake and say, hey, this is not your  
3 first mistake, you're out of here. You've got to hold  
4 people accountable, and if you don't hold people  
5 accountable, they just get by with whatever they want  
6 to do, and then you just keep a blind eye because you  
7 get in the mode of firing and forget. Oh, it's not a  
8 problem. I'm not going to take care of it. Oh, you  
9 go take care of this. I'm not worried about that.  
10 You need to worry about it. You're the ones in  
11 charge. You have to.

12 Now, on the second thing, on the rate  
13 change, you keep telling everybody, oh, come to the  
14 meeting, come to the meeting, come to the other  
15 meeting. Some of us can't do that. You need to be  
16 taking those notes now on those rate changes for us  
17 that can't go to the meeting in Nixa that are in July.  
18 So you need to be taking those notes making sure that  
19 our voices are held accountable, and also, too,  
20 reading the flyer, it says this -- you guys are using  
21 this just to pick your points to go to another  
22 Commission. Don't cherry pick. Don't cherry pick the  
23 points that you want and not what we want.

24 TIM WILSON: I'm going to be clear. It's  
25 not my investigation or Liberty's. It's -- it's the

1 Missouri Public Service Commission. So you probably  
2 need to address them on that.

3 TOM RUGGLES: When we start seeing results  
4 is whenever we believe you guys are serious.

5 JIM BUSCH: Brian Stewart.

6 BRIAN STEWART: So I'm a -- I'm a new  
7 resident to Bolivar, Missouri. We moved there on the  
8 22nd of November. Two weeks later, I got a water bill  
9 that had 8,029 gallons of water on it. My wife and I  
10 and our history is, we use about 1,500 gallons of  
11 water. So I called, and I asked. I called Joplin and  
12 the customer service people said, yeah, we'll get it  
13 fixed. They didn't get it fixed. And I called about  
14 once a time -- one time a week all the month of  
15 December. With no response. Lip service. A manager  
16 will call you that never did. And then in January, I  
17 called, about January 23rd, I asked that question.  
18 And then your customer service representative was not  
19 very nice to me. She informed me, oh, by the way.  
20 During this time in December, I asked that the water  
21 department come out and check my water meter, and no  
22 response. I asked the electric company to come out  
23 and check my meter, and they were there the same day.  
24 They showed me how they checked the electric meter.  
25 They come to my door. They -- they explained the

1 results, and they were very professional. I have not  
2 seen that out of your water department.

3           So on January 23rd, I called, and the lady  
4 wasn't very nice to me. She said, quote/unquote, our  
5 meter's -- our meter's not the problem. Your house  
6 has a leak, and you're going to be held accountable  
7 for it. Well, I want you to know this. My house was  
8 built in 2024, brand new house. It did not have a  
9 leak. So I asked the lady if I get a plumber to check  
10 my leak, what are you going to do about it? And,  
11 basically, nothing, A click on the phone. So I had to  
12 pay a plumbing company out of Springfield that could  
13 check the under water -- underground waterlines, and I  
14 had to pay \$224 just to come out to say that my house  
15 did not have a leak. In fact, there's his report. He  
16 basically says that he looked at it, he looked at  
17 all -- he -- I'll just read it. He says, when I went  
18 to go look at the meter, I did find that the  
19 connection in the meters were faulty and leaking. The  
20 fittings are loose. They're not properly connected.  
21 Client reported that he's had an issue since the water  
22 was turned onto the home, and the work was never done  
23 right in the first place. I did verify that there  
24 were no leaks in the customer's home or in the crawl  
25 space. The only issues is the connection at the

1 meter. Whoever hooked up the water service to the  
2 meter is responsible for the leak.

3           And during this whole time, I never got any  
4 communication from your company. So I got frustrated,  
5 and I -- and I -- I went to our local office in  
6 Bolivar. I've been trying to work through Joplin.  
7 And I took my stuff in, I took my -- here. I took  
8 that in. And I have to say, that customer rep -- she  
9 deserves a star. I mean, she -- she really went --  
10 she took my -- she took my report. She entered it in,  
11 called the water people to try to get it fixed, and I  
12 think I only had to go in there one other time, but  
13 apparently you guys come out and fixed the meter.  
14 Because about March, I was starting to get the right  
15 amount. Okay? But I was getting six and seven water  
16 bills. I still don't know. I mean, in fact, in  
17 February -- I think it was in April, I had to go out  
18 to Bolivar because I had, like, six or seven bills and  
19 all they had was a dollar figure. No gallons no  
20 kilowatts, nothing, just a dollar amount. And, so I  
21 went out there, and I said, hey, how much do I owe? I  
22 got all these bills added up to hundreds of dollars.  
23 How much do I owe? And she looked in the computer and  
24 said, oh, you just owe this much money which is  
25 what -- when I checked my account online said. So I



1 asked her, all these other bills, what do I do with  
2 all of them? She said, don't pay attention to them  
3 because you don't owe that.

4 So, and then another thing, I had to pay  
5 \$224 for that plumber, just because Liberty wouldn't  
6 listen to me, just because Liberty wouldn't come out  
7 and check it, and I'm just going to be a little bit  
8 bold. I'd like to be reimbursed for that \$224.

9 ERIC LARSON: Mr. Stewart, we'd like to get  
10 your service address, and we'd like to investigate  
11 this if you called out a plumber and it was on our  
12 side, we're going to reimburse that. No questions  
13 asked.

14 BRIAN STEWART: All right. I appreciate  
15 that.

16 ERIC LARSON: Before you leave, I'd like to  
17 get your service address, we can research the account,  
18 and we'll get that taken care of.

19 BRIAN STEWART: Okay. Thank you.

20 ERIC LARSON: Hopefully, I can get a copy  
21 of the invoice from the plumber, and we can reimburse  
22 that.

23 BRIAN STEWART: Thank you. But it's all  
24 been very frustrating. Before, I was on Evergy, and  
25 I -- Evergy's bills are a lot lower. And I was on a

1 county water department, never had a problem. This is  
2 the first problem, but -- so I -- I think we got it  
3 taken care of now. But it's frustrating when you call  
4 someplace, and they don't listen. I always try to be  
5 very professional, but I can be direct.

6 GEOFF MARKE: Mr. Stewart, just a ballpark  
7 figure, how much time do you think you spent working  
8 with Liberty customer service to try to resolve your  
9 issue 'til tonight?

10 BRIAN STEWART: What's that?

11 GEOFF MARKE: How much time do you think you  
12 spent trying to resolve your issue with -- with your  
13 billing?

14 BRIAN STEWART: In December, after I got  
15 that bill, I know I called them at least once a week,  
16 maybe twice in December, and I called them in January  
17 probably, I would say that -- until I went out to the  
18 Bolivar office, probably at least 10 times.

19 GEOFF MARKE: Thank you, sir.

20 BRIAN STEWART: And two or three times they  
21 said, oh, a manager -- what's your number? A manager  
22 will call you. And I never got a response. I never  
23 heard from a manager. I -- I don't know if they fixed  
24 the water meter. Apparently, they did. It's working.  
25 But no one ever told me, hey, the water -- you know,

1 we're going to fix your water meter.

2           And I'm just going to suggest this. I've  
3 been listening here all night. And one of the biggest  
4 problems I hear is communication, communication  
5 between the customer and your representatives.

6 They're supposed to be representing your country --  
7 your company. And, so, like I say, I'm just going to  
8 make that short. I know it's getting late and other  
9 people want to talk, but thank you for your attention.

10           JIM BUSCH: Thank you, sir. Michael  
11 McKenna.

12           MICHAEL MCKENNA: Hello. How are you all?  
13 Thanks for doing this. I was in your shoes when my  
14 company went to SAP, so I totally feel your pain, just  
15 throwing that out there.

16           But I had just some good notes to say about  
17 the company. I had a main break -- oh, first, I  
18 guess, I should tell you where I live. I live in  
19 Saint Clair, Missouri, in a very small community  
20 service called Lake Saint Clair. I had a main break  
21 in front of my house a couple of days ago. The  
22 customer service people were wonderful. The field  
23 people were wonderful. There was no wait time on the  
24 phone. That was wonderful. So I just want to say,  
25 all those good things.

1 I do have just a couple things about the  
2 bill. The phone number was not on it. It was on it  
3 last month, the one I just got. The one before, it  
4 wasn't on it, and of course, that was when the leak  
5 was, and I was frantically trying to find it. So I do  
6 second that, that the phone number wasn't on it.

7 The other thing that kind of throws me off  
8 about the bill is, I feel like it's very geared  
9 towards electric and gas. There's descriptions on  
10 there that talk about what the charges are, but  
11 they're all gas and electric base. Like, for  
12 instance, it talks about cubic feet, but my meter  
13 reads in thousand gallons, so it says TGL, but nowhere  
14 on the description does it say anything about that.  
15 The meter charge, I think, that would be another good  
16 thing to put in that description. I know these are a  
17 little petty things, but I think that would be  
18 something to help with the bills and the statements.

19 So now, like, I have to complain a little  
20 bit. One of the problems that I -- I have with  
21 Liberty is when I purchased our home, I was not aware  
22 that Liberty is no longer allowing new services in my  
23 subdivision, and that's what I was informed by our  
24 trustees. So I -- I was never informed that myself.  
25 But do you know if we are still allowed to do new taps

1 in Saint Clair?

2 CANDICE KELLY: I do not have that answer.  
3 This gentleman behind me might, but we will find out  
4 for you because I've -- that's news to me.

5 MICHAEL MCKENNA: They were saying that the  
6 water --

7 CANDICE KELLY: Oh. I think he's --

8 TIM WILSON: Can we get an answer to this  
9 gentleman's question real quick before you go help  
10 him?

11 ERIC LARSON: I'm sorry.

12 TIM WILSON: He's asking about --

13 CANDICE KELLY: He's in Saint Clair.

14 DIANA CARTER: The service territory on  
15 Lake Saint Clair (inaudible) CCN, and it's where our  
16 (inaudible).

17 MICHAEL MCKENNA: Yeah. I was informed by  
18 the HOA that they were saying they were -- you no  
19 longer were allowing taps. Again, this is hearsay, so  
20 I was asked by a couple of people. That was one of  
21 the questions they wanted me to ask here tonight, if  
22 you were still doing new taps in lake Saint Clair.

23 ERIC LARSON: I'm not aware of a limitation  
24 there. I -- I would say that I would want to ask my  
25 engineers. I have -- I have a private engineering

1 firm that we need to just -- but I'm not aware of a  
2 limit on that --

3 MICHAEL MCKENNA: Okay.

4 ERIC LARSON: -- if it's there, and I don't  
5 have the capacity currently. We may have (inaudible)  
6 but I don't know, but I -- if I can get your  
7 information, I'll figure that out.

8 MICHAEL MCKENNA: Okay. I was just --  
9 there were a couple of new people that were talking  
10 about when they were building, they said they had to  
11 put a well in, and it could have been where they were  
12 building, too, in the subdivision because it's a  
13 really weird subdivision.

14 ERIC LARSON: It's a interesting little  
15 system what we bought there, yes, it is.

16 MICHAEL MCKENNA: I'm sure it is. The lady  
17 who used to own it is interesting, too.

18 DIANA CARTER: Yeah. And it will be  
19 helpful on that, if they want to call in for us to  
20 know specifically on property addresses.

21 MICHAEL MCKENNA: I'm sorry?

22 DIANA CARTER: Because we're only  
23 certificated for a certain area. And, so if it's  
24 outside our certificated area, we can't legally  
25 serve --

1 MICHAEL MCKENNA: Okay.

2 DIANA CARTER: -- outside of that area, so.

3 JIM BUSCH: And that is true, but if you're  
4 building and there's no other provider, then there's  
5 got to be a discussion with the developer, somebody to  
6 then -- then Liberty can come in, get an expansion of  
7 the CCN which would allow them to serve legally.

8 MICHAEL MCKENNA: Perfect.

9 JIM BUSCH: So that's -- so if you can get  
10 your information to Curt, we can also look at that  
11 from -- from the PSC perspective as well.

12 MICHAEL MCKENNA: Perfect. Perfect. And  
13 the other question I have, I know -- I'm sorry to  
14 bother you. I know you want to talk to him. There  
15 were a lot of questions about the fire hydrants, too,  
16 because we currently don't have fire service in the  
17 lake community. Recently, the house across from me --  
18 was, I guess, February, the house across from me  
19 burned down, and unfortunately, the guy who lived  
20 there did not get out. And we always -- there was a  
21 lot of question was, if there was fire hydrants, would  
22 they have been able to get him out quicker? And I  
23 didn't know if anyone's looking into possibly adding  
24 fire hydrants in our community, so if something like  
25 that happens again, hopefully, the outcome is

1 different.

2 ERIC LARSON: The unfortunate situation we  
3 have with some of these subdivisions and that  
4 situation in Saint Clair is, one, we purchased the  
5 system, if the original developer didn't build it to  
6 be fire rated --

7 MICHAEL MCKENNA: Uh-huh.

8 ERIC LARSON: -- to have enough capacity to  
9 serve fire. It -- it basically entails a complete  
10 rebuild of the entire system from front to back.  
11 And -- which that's not something that we're currently  
12 anticipating being able to do. That would have a huge  
13 impact on the rates. And, so there's -- it's kind of  
14 a -- it's one of those things buyer be aware and not  
15 to diminish, and that's horrifying that someone got  
16 trapped in a fire in a home. But there -- those  
17 subdivisions exist across, you know, the country where  
18 folks, if the local codes didn't require them to build  
19 it to that level, many developers don't. And as the  
20 buyer of it, you know, we bought the system after it  
21 was developed. And we're kind of stuck in that  
22 position to -- until the state comes in and tells us  
23 you have to do that, I'm not sure it would make any  
24 sense for us to do it because the backlash would be  
25 coming in here.



1                   MICHAEL MCKENNA: I think the guy --

2                   ERIC LARSON: -- I got to double people's  
3 rates and things to -- to afford to be able to do  
4 that. It's a very --

5                   JIM BUSCH: I hate to interject, but we  
6 just --

7                   ERIC LARSON: It would be a catch-22 on  
8 that.

9                   JIM BUSCH: We were just told that the  
10 facility said that they lock up at 10:00 o'clock, and  
11 it's 9:23. So we've got about 17 people left to talk  
12 to, if you guys can talk, so we can keep moving on,  
13 sorry.

14                  MICHAEL MCKENNA: Sorry. I'm sorry. The  
15 other question I had real quick, and that's -- this is  
16 probably for someone else, too, but the -- you  
17 mentioned AMI, and I know that we recently replaced  
18 the meters in our subdivision, but they used MRF  
19 reading devices. Why wouldn't we have gone to the  
20 newer technology where we could see our hourly reads  
21 and identify leaks sooner instead of having to wait  
22 for our bills to come out, and also, a lot of people  
23 are having estimate problems in my subdivision, too.  
24 I think that might help. I know myself my bills have  
25 been estimated normally. It's about every other month

1 I get an estimate, and I just thought, why are we  
2 updating to older technology?

3 CHARLOTTE EMERY: Yeah. So you have to  
4 have something called a mesh network in order for the  
5 AMI to actually work, and I'm pretty certain that  
6 Saint Clair is not within the mesh network that we  
7 actually have built on the electric side. And, so we  
8 can use the AMI in the -- sorry, the AMI meters in the  
9 areas where the AMI -- sorry. When we have that mesh  
10 network, if there is a water -- like, we provide the  
11 water in that area, then we can hook up the AMI  
12 meters. We have that in Bolivar. We have that in  
13 Aurora, but we don't have the mesh network built out  
14 in around the Saint Clair area, so we would have to  
15 put that network in, in order for us to be able to use  
16 the AMI.

17 JIM BUSCH: Okay. We've got to get going.  
18 I'm sorry. If you want --

19 MICHAEL MCKENNA: I'm sorry. I drove three  
20 hours here, so.

21 JIM BUSCH: If you want to talk, go -- keep  
22 going outside. Go outside. But we want to get the  
23 next person. We're going to have to limit it to about  
24 two minutes, make your statement, and then you may not  
25 get the answer that you're looking for today, so.

1 So Tim Peters. Tim Peters.

2 TIM PETERS: Well, unfortunately, mine is a  
3 bunch of questions, so. I came here for the billing  
4 question. It's been answered about 32 times, so I  
5 won't do it again. I would like to know, though, if  
6 that -- that can be adjusted on the -- on the auto  
7 pay; is that what I heard earlier, if you can contact  
8 the folks out here and to have that adjusted?

9 CANDICE KELLY: Yes. That preferred due  
10 date, sir?

11 TIM PETERS: What's that?

12 CANDICE KELLY: The preferred due date?

13 TIM PETERS: Yeah.

14 CANDICE KELLY: Yes.

15 TIM PETERS: We're getting -- we're getting  
16 a bill every other month, so. And we're on auto pay,  
17 so. What I understood earlier, if you change that  
18 date, then that would fix that problem.

19 ERIC LARSON: That I don't know.

20 TIM PETERS: I heard that earlier.

21 ERIC LARSON: I mean, somebody outside can  
22 probably help you.

23 CANDICE KELLY: They can definitely look at  
24 that for you.

25 TIM PETERS: Okay. That's all I want to

1 know.

2 Then I will skip down to -- on the rate  
3 change proposed rate change, one statement on that is,  
4 I think it would be nice if you would -- Liberty would  
5 post on the website comparable rates in the area  
6 and --

7 DIANA CARTER: I'm sorry, sir, would you  
8 repeat that? I just didn't hear that.

9 ERIC LARSON: Comparable --

10 TIM PETERS: Yeah. Comparable rates posted  
11 on the website, so everybody can see it because not  
12 everybody knows about the Public Service Commission.  
13 You guys aren't very well known necessarily, so. That  
14 would be easier for folks, for Liberty customers.

15 And also, who you purchase your electric  
16 from, Liberty, the different suppliers you buy your  
17 electric from at various times, because I know in peak  
18 times you have to purchase electricity from different  
19 providers, so.

20 UNIDENTIFIED MALE 10: That's (inaudible)  
21 possible (inaudible).

22 JIM BUSCH: Yeah.

23 UNIDENTIFIED MALE 10: (Inaudible).

24 TIM PETERS: Fair enough, but that's my  
25 question.

1           TIM WILSON: But we generate more energy  
2 than what we purchase, so.

3           TIM PETERS: I understand. You can't store  
4 the energy. The energy circulates. You can't store  
5 it.

6           Public Service Commission question. Are  
7 you all employees hired or are you appointed by the  
8 governor?

9           JIM BUSCH: So the five commissioners are  
10 appointed by the governor. The rest of us are hired.

11          TIM PETERS: Thank you.

12          JIM BUSCH: And sir, that's about your  
13 couple minutes, so.

14          TIM PETERS: That's my couple minutes?

15          JIM BUSCH: Yeah. If you have another  
16 question for staff or -- we have people around outside  
17 who can answer your questions.

18          TIM PETERS: I'll just write it down and  
19 send you guys --

20          JIM BUSCH: That'll work perfect, too.  
21 Thank you, sir. Katelyn Sullivan.

22          UNIDENTIFIED MALE 11: (Inaudible) so  
23 people can --

24          JIM BUSCH: Sure. After Katelyn is Lucie  
25 Norris.

1                   KATELYN SULLIVAN: Hi there. I'm part of  
2 the Valley Ridge Subdivision. We were affected by the  
3 water increase. One of the big things is your -- I'm  
4 sorry. Your customer service (inaudible) customer  
5 service ever. Maybe out of one out of, like, the  
6 20-some times I've called in the past year. Like,  
7 even before your billing issue was happening. I've  
8 never had, like, the most kind of pleasant experience  
9 is -- even out here was -- was not good. Like, I  
10 still have not had my issue solved with trying to  
11 figure out why my bill is -- my gallons keep going up  
12 and up, like -- and we've had so many estimated bills,  
13 and then we have an actual read. It's still, like,  
14 not catching up, and then, finally, we're starting to,  
15 you know, get 3,000, 3,000, 3,000, now we're up to  
16 5,100 for the last two months. Our household has  
17 actually decreased by two people. Like, we're hardly  
18 there with school and work. And we're using that many  
19 gallons. There's -- you know, I still haven't had a  
20 resolved issue. That's all I'm trying to say.

21                   JIM BUSCH: Thank you so much.

22                   CANDICE KELLY: Thank you, Katelyn.

23                   JIM BUSCH: I don't see Lucie. So Jim  
24 Sowerts (phonetic), Sowerts. Okay.

25                   UNIDENTIFIED FEMALE 1: (Inaudible) try to

help me, but I still (inaudible).

JIM BUSCH: Go ahead.

LUCIE NORRIS: My name is Lucie Norris. I live at [REDACTED]. My issue is, five years ago I put solar on my house. Took Liberty two years to get me hooked up because you had to have this size plaque, that size plaque. All said the same thing, different size. In the meantime, peak energy goes belly up. So then I'm stuck. I'm paying for solar. I'm paying for energy.

So, finally, we called our loan, and they got us someone, but it still took several months to get me hooked up. So now we're still paying the same amount. It's supposed to be \$13. My husband pays the bill. I -- I didn't ask him. He works two jobs. I teach preschool. I've been up since 5:00 o'clock this morning, and I will be up at 5:00 o'clock tomorrow to go teach 3 and 4-year-olds. We are still paying \$148. So, finally, when we didn't get a bill, finally, they are accommodating us for, finally, our solar, then I get five bills in one month ranging from \$200 to \$700 for five months in a row. I looked at all what he had paid. We're owing a thousand dollars. Because you guys didn't send us bills. But now, it's thousands of dollars, and I still have solar on my house.

1           You guys cut power to us when the neighbor  
2 next to me is on the same transformer, when in March,  
3 she had a tree limb fall on hers. I was hooked up,  
4 but we did not have power. Luckily, I have backup  
5 power. Lasted three days. You guys finally, after I  
6 called six times, finally, got out there and fixed her  
7 electrical because it was down, ripped from her house,  
8 so that I could have power. Luckily, I had my  
9 three -- two refrigerators and freezers were the ones  
10 that were on that backup battery. You guys -- what  
11 you guys need to do is put more solar on homes and get  
12 your shit together for solar.

13           JIM BUSCH: Thank you, ma'am. That's --  
14 that's Norris.

15           UNIDENTIFIED MALE 12: Norris.

16           LUCIE NORRIS: Yes.

17           JIM BUSCH: Jim Sowerts, Sowerts. Jim.  
18 Diana Bunklato (phonetic).

19           LUCIE NORRIS: I'm talking to them out  
20 there, too.

21           JIM BUSCH: Oh, okay.

22           GEOFF MARKE: (Inaudible).

23           JIM BUSCH: Okay.

24           GEOFF MARKE: (Inaudible).

25           LUCIE NORRIS: Okay.



1 GEOFF MARKE: That is correct.

2 LUCIE NORRIS: Okay. Thank you.

3 JIM BUSCH: Sir. Your name is?

4 ANGELO: Angelo. I came from work. Sorry,  
5 English is not my primary language, so please bear  
6 with me. I'm going to do my best to do -- to explain  
7 our situations. We bought our house and closed on it  
8 last year, September 17th, and from that day, we -- we  
9 are billed one, two, three, four five, six -- six  
10 electrical bill from 180.28 up to 270.66. The problem  
11 came when last April 23, 2025, they bill us 1,500.62.  
12 And of course, it's a residential property with a four  
13 members, two kids and two adults. I said, it's too  
14 much, and what's wrong? And at first they throw out  
15 excuses. We can't bill you because you don't have an  
16 account. We can't find your name. You didn't open  
17 anything. We can't find your number. I told them  
18 why, I was set on auto payment, and the -- they said  
19 I've been paying monthly. So why would be \$1,500?  
20 And then the (inaudible) did that one, and then since  
21 I complain and called, they return it back to me, but  
22 I got a negative records in my Bank of America because  
23 of what happened. It's a bad record for me because I  
24 know credit score is very important here in America.  
25 And the -- then I just forget about it, and then --

let's move on. Now this month, I am -- I have to pay 1,701.77. What's going on? That \$1,500, the customer service admittedly said that we billed you wrong. That's how we're going to return back to the money. Okay. You bill me wrong.

Then the first week of May, they cut the power on our house. I live in [REDACTED]. They said, oh, we cut your electricity by accident. You know, you know the service. It's -- we can fix it. I can call it, but it's very inconvenient to call every time we have this kind of problem.

Now right now I'm going be billed tomorrow for this 1,701. I mean, the -- it's a residential property. It's a -- why we're billed -- we are billed for this one, and when I called them, they said that, oh, we -- we charge you with the lowest rate. Right now we're going to charge you with the highest rate, so I -- it's the customer service that -- you know, it's very inconsistent. You guys -- you got your platforms, all the protocols and laid out property, but it's -- you know, it's the -- the organizational chart, the lowest part of it is, you know, making it worse. For us especially, if I'm buying -- I'm buying -- I'm paying it properly. So tomorrow, I

1 don't know what's going to happen. If -- I already  
2 took out my -- my money -- the checking account and  
3 put it in the savings, so they won't take it, but I  
4 know it's going to be a negative again. It's going to  
5 look bad on me again.

6 DIANA CARTER: I just want to say real  
7 quick, we don't report to credit rating agencies.

8 ANGELO: It's fine. It's fine. I -- I  
9 don't care about that one. But, you know, I'm being  
10 billed wrong and inconsistency or the explanation of  
11 why we billing you with this one.

12 CANDICE KELLY: And I'm sorry, is it  
13 Angelo?

14 ANGELO: Yes.

15 JIM BUSCH: Yes.

16 CANDICE KELLY: May I get your information?  
17 Do you mind coming up here, and I'll get your  
18 information?

19 JIM BUSCH: Thank you. Jody Littleshield  
20 (phonetic). Jody. Jason Taylor. Jason Rulo  
21 (phonetic). After that is Linden.

22 LINDEN: I'm going to try and make this  
23 quick because I know there's still people who want to  
24 talk. I also had the misfortune of being in a  
25 subdivision that River Fork Ranch supplies to, and

1 since you guys have bought them out, while the  
2 previous owner of that water system had a lot of  
3 issues and put minimal into it, I get that you guys  
4 bought that, and I get that investments are needed to  
5 keep things going, but one hundred to 500 percent  
6 increases, I'm here representing the 15 people I got  
7 ahold of in my subdivision that couldn't make it.  
8 There's a lot more. It's not just River Fork Ranch.  
9 There's a gentleman that spoke about that one serving  
10 two different subdivisions. There was a lady that  
11 spoke about River Ridge. I believe that's also River  
12 Fork Ranch. I live in Eagles Landing.

13           The problem is your own company, your own  
14 workers don't even know who is covered by that water  
15 system. At least I hope they don't. Because every  
16 time the temperature drops low which is typically  
17 every time we have a power surge, and we call to give  
18 them a heads up, they say, well, we haven't had an  
19 outage report yet and said, you should send somebody  
20 out here because it happens every time my power goes  
21 out within a day or two.

22           Everybody's water goes out. The problem  
23 is, they only put no boil signs up inside the  
24 subdivision of River Fork Ranch. So the only way I  
25 know to warn all the elderly people that don't drive

1 into another subdivision -- the only way I know to  
2 warn people not to drink the bad water because it's a  
3 dead end system, and there's a lot of crap in there is  
4 because my friend -- my -- I'm sorry, my son's friend  
5 lives in that subdivision, and I take him over there  
6 almost every day.

7           You guys got to get your acts together.  
8 I've talked to multiple people with your company about  
9 this over the years I've lived there. Figure out what  
10 areas you serve and properly notify them. I don't  
11 expect you to be able to text people because you can't  
12 figure out your own billing system, but if you can't  
13 use technology, at least have the foresight to know  
14 what subdivisions are served, so you can place signs  
15 up in every one because there's a lot of people that  
16 don't know that's drinking that crappy water when you  
17 have a boil order on.

18           ERIC LARSON: Sir, if you can get with Russ  
19 right there and give him your information because our  
20 water department will look into that as well.

21           JODY: Okay. Also, the letter that you  
22 gave the notification -- I get the rate increase for  
23 the water already happened. The letter that you put  
24 was on the back of this flyer. I just grabbed this  
25 off of our neighborhood Facebook page. It's

1 (inaudible) considered junk mail. It was not part of  
2 the bill. It was printed on the back of a flyer  
3 talking about summer fun and how to conserve water.  
4 It was printed on the back of that. It was not  
5 attached to the pages that had the bill at all. There  
6 were some people that got this in theirs because I  
7 have a couple senior citizen residents that I talk to  
8 that diligently file their paperwork in a little  
9 binder every month. And the back of theirs had  
10 nothing. So whatever notification was supposed to go  
11 out, not even the minimum standard was met.

12 All right. There is a point where the  
13 State of Missouri needs to look at this. Hopefully,  
14 this is going to stay on record for a while because I  
15 used to build cases for the federal government against  
16 companies doing such things, and there's always that  
17 question of, when is criminal culpability involved?  
18 Well, you guys are on notice that this stuff is  
19 happening. You need to fix it. Or you need to pay  
20 the price. All right? That's unacceptable.

21 Along the same page, though, when I go sit  
22 back here and listen to everybody talk, I go to the --  
23 the Commission's page, and there's a lot of wording in  
24 your mission statement in there about -- about using  
25 justice and ethics when deciding pricing points. In

1 what world -- and I get that improvements need to be  
2 made, but what world do any of you sit up there and  
3 go, oh, at minimum we should give everybody a hundred  
4 percent increase in one go. And I'm hearing stories  
5 500 percent increases. I had one neighbor text me  
6 while I was back here. Hers was 400 percent. What  
7 world are you guys living in?

8           You know, I -- I think everyone in this  
9 room needs to do what we did. We just yesterday  
10 established a Facebook page, specifically to talk  
11 about our water issues, so we can all share  
12 information, and that needs to be shared with the  
13 governor's office and whoever else actually has  
14 authority to do something because it is a sad day, and  
15 I get you guys work for a larger corporate entity. I  
16 get that, but you guys also decide who you work for,  
17 based on the decisions you're having to make, just  
18 like the Commission has to decide what they're  
19 approving and not. How can you look at your mission  
20 statement and feel that you have remotely followed  
21 through with it? It is disgusting. It is despicable.  
22 Makes me want to vomit.

23           JIM BUSCH: Thank you, sir.

24           UNIDENTIFIED MALE 13: And I live in the  
25 River Fork Ranch, and like he was mentioning, you

1 know, it was a 405 percent increase whenever we went  
2 from. That's a huge jump in that increase.

3 In talking about that, I'm not even sure if  
4 I did get the notification, like they say where it was  
5 on some of them. Some of them it wasn't. I -- the  
6 communication, you have a duty of care and a  
7 reasonability standard that needs to be met. Was that  
8 duty of care and reasonability standard of the company  
9 truly met or was it not met? And when I get into  
10 that, where I'm coming from with that next is, my  
11 bills for the last seven out of 12 -- the last seven  
12 excuse me, not the last seven, seven out of the last  
13 12 months have been just 7,000, 8,000, 9,000, 4,000.  
14 It's not -- it's no number that is other than just an  
15 even number to the bill. And --

16 UNIDENTIFIED MALE 14: (Inaudible).

17 UNIDENTIFIED MALE 13: Gallons, yeah, not  
18 dollars. So whenever you're looking at it, it'll say  
19 8,000. So I asked ChatGPT, what is the statistical  
20 probability of it actually occurring, and it's  
21 .001 percent, whenever you actually look at that.

22 So is someone actually coming in and  
23 reading the meter again going into that duty of care  
24 and the reasonability inside of that company? Is  
25 someone actually? And you say, well, maybe those



1 bills were estimated two out of the last say estimated  
2 on it, where the rest of them say actual for the read.  
3 So you've got where it looks like it's just, let's  
4 give this number, let's give this number, let's give  
5 this number, instead of actually reading it.

6 And, so now I'm going to go out daily to my  
7 meter and take a photo of it every day, so I can see  
8 what's actually going on with this, because right now,  
9 it looks like it's just whatever the company says they  
10 want to put it out there.

11 And my bills have increased from 34, \$40 to  
12 180, \$200 and going on from there, and that's just  
13 outlandish to me. And I know that you -- based upon  
14 you saying that it is done at this point in time, but  
15 if the communications weren't truly there, is it truly  
16 done at this point in time or is there anything that  
17 can be done or am I just going to may be based upon an  
18 ROI calculation, say it's better off. If I drill a  
19 well or a hole, will the subdivision be better off,  
20 just circumventing and doing our own well or something  
21 like that or a group of neighbors coming together?  
22 And maybe then I can read my bill, and it will be  
23 accurate, so. Okay. Thank you.

24 JIM BUSCH: Thank you. I think we can take  
25 one more because we got to tear down all of our

1 equipment, and they're going to lock up at  
2 10:00 o'clock. There's no way he's going to get that  
3 done in 15 minutes. So Fernando. Lisa Mathis. And  
4 if you -- if you didn't get a chance, make sure --  
5 there's comment cards outside. Write down your  
6 comments, and they will be taken back to the record.  
7 Go ahead, ma'am.

8 LISA MATHIS: Okay. I just have a few  
9 questions because I don't know how your business  
10 works, and maybe it'll help answer my questions of  
11 what I've been dealing with. I would like to know,  
12 first of all, are rates different in different cities?  
13 Are the rates different in Ozark as they are in  
14 Buffalo, for instance?

15 ERIC LARSON: Electric or water?

16 JIM BUSCH: Electric or water?

17 LISA MATHIS: Electric. Electric.

18 JIM BUSCH: No. They all should be the  
19 same.

20 GEOFF MARKE: No. They should all be the  
21 same.

22 LISA MATHIS: All the same. Okay. Next  
23 question is, I've done property management in three  
24 states including in this state. Most states have a --  
25 have laws that you can only increase rent year to year

1 by a certain percentage. In Arizona, I believe, when  
2 I was there, in Phoenix, it was 15 percent max per  
3 (inaudible). Is there any law or anything that's just  
4 a wild free -- that's part of the problem.

5 Legislation needs to work on that.

6 The other thing is, there are a lot of  
7 people -- you keep hearing fixed incomes, blah, blah,  
8 blah. I'm one of those people that's on fixed income  
9 because of disability that happened and a lot of  
10 things that happened. The bills that I'm getting for  
11 property that I have in Buffalo are equal for -- of a  
12 house that's vacant with one light bulb, on one  
13 refrigerator plugged in, that I'm working on are equal  
14 to a house here in Ozark that I'm staying in with my  
15 daughter that has four people that constantly leave  
16 lights on and water and all that stuff. That makes no  
17 sense to me.

18 I have another property that I've been  
19 trying to work on in Rockaway Beach. No one can tell  
20 me, and I've called since '21, probably a half dozen  
21 times, and I keep being told that the engineers will  
22 look into it. No one can tell me if -- no one can  
23 tell me how I can get water to that property,  
24 although, there is a pipe coming out of the ground  
25 that's supposedly had water for years for the people

1 who used to live there with a lock on it. I don't  
2 know what that is, but I'm not going to break the lock  
3 and use water and not pay for it. So there's no meter  
4 there. But, so I've had problems in two different  
5 areas. In Buffalo, I can say that in the last eight  
6 months, that vacant property that has two things  
7 doubled in six to eight months. It doubled, then it  
8 quadrupled.

9                   GEOFF MARKE: Can you give us a dollar  
10 amount?

11                   LISA MATHIS: Well, it's not that much  
12 because no one's living --

13                   GEOFF MARKE: No one's there, right.

14                   LISA MATHIS: Right. But now because of my  
15 circumstances and everything, every dollar --

16                   GEOFF MARKE: Sure.

17                   LISA MATHIS: -- counts. And I called and  
18 said, look, I don't understand why this is changing,  
19 and I can say what everyone else has said about  
20 customer service, that they're really sweet, they're  
21 really nice, they try to be helpful. They just don't  
22 have the (inaudible). They just don't know, and I've  
23 had the meter read. I've had the ping, and then I've  
24 had somebody come out and look at it. And they're  
25 like, well, but the weather had changed, and I said,

1 there is no heat going. There is nothing except a  
2 light bulb to keep anyone from robbing on the front.  
3 There is a brand new refrigerator plugged in. That's  
4 the only two things. Nothing has changed. I go check  
5 on it periodically. Different times, there is no one  
6 been vandalizing it. There is no one been there. And  
7 I don't understand. Except it must be a rate  
8 increase.

9 GEOFF MARKE: So clearly, there's a problem  
10 here. My recommendation --

11 LISA MATHIS: Uh-huh. Go outside?

12 GEOFF MARKE: -- talk to the company, but --  
13 but this is key. Like, be sure that you follow up  
14 with a PSC member or OPC member to get your  
15 information that we can go ahead and check into that.

16 JIM BUSCH: Yep.

17 LISA MATHIS: Okay.

18 GEOFF MARKE: Okay?

19 JIM BUSCH: Yep.

20 LISA MATHIS: And I would like to close,  
21 though, by saying that there is no industry that --  
22 like, I understand you have to increase (inaudible).  
23 I've been in several different industries in my life,  
24 and there is no industry that can just whop people a  
25 hundred percent, 200 percent, 400 percent, and if you

1 need to increase to make improvements, usually, there  
2 are budgets, and there are -- I just don't understand  
3 how this can happen. I just don't understand.

4 JIM BUSCH: Thank you. Everybody, thank  
5 you. Sorry that we had to cut everybody off. But as  
6 you can tell, we're being kicked out, too. So please  
7 get your information, find somebody with staff. We  
8 will take care of you as best we can. Thank you all  
9 very much for coming out tonight.

10 GEOFF MARKE: I'm up here, if anybody wants  
11 to touch base before you leave.

12 (Audio ended.)

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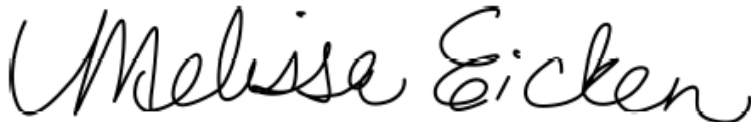
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