

*** AUDIO TRANSCRIPTION ***

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS
PREHEARING CONFERENCE

Roger Dale Barber,
Complainant,

v. Case No. WC-2025-0334
Liberty Utilities d/b/a Liberty,
Respondent.

* * *

THURSDAY, OCTOBER 23, 2025
2:00 p.m.

Jefferson City, MO

via WebEx
VOLUME 2

KAROLIN WALKER, Presiding
REGULATORY LAW JUDGE

Transcribed

By: LEAH M.

Job No.: 198907

1 THE COURT: I'm going to go ahead and
2 start. This is a prehearing conference in
3 case number WC-2025-0334, Roger Barber v.
4 Liberty. It's 2 o'clock on October 23rd,
5 2025. I'm Karolin Walker, the regulatory law
6 judge assigned to the case. And we will be
7 recording the conference. This is a
8 prehearing conference.

9 I'd like to start with entry of
10 appearances. The complainant, Mr. Barber, you
11 can tell us your name and, if you want to,
12 your address, but you don't have to. This is
13 a public forum, so any information you give
14 would be public. You're not required to give
15 your address. So if you could introduce
16 yourselves, that'd be great. Okay. I can't
17 hear you. I still can't hear you.

18 Let me send Emily an email. Okay. I
19 just sent Emily an email. She is recording
20 the conference. Mr. Barber, we cannot hear
21 you. Carolyn, can you hear him?

22 MS. KERR: No.

23 THE COURT: So it's not just me.

24 MS. CARTER: Mr. Barber, if you join by
25 phone, you have to like double unmute. You

1 have to unmute both on your computer and on
2 your phone.

3 THE COURT: Okay. Mr. Barber, last time
4 we called -- you called us and we did it by
5 telephone, can you do that again? He can't
6 hear us either. All right. I've asked Emily
7 to call him because last time he joined us by
8 phone and we could hear him. Carolyn, did you
9 have a cell phone number for him? Was that
10 you last time do that?

11 MS. KERR: No. I think it was -- it was
12 Ross. Curt, do you have a cell phone number?

13 THE COURT: Oh, it was Curt.

14 MR. GATELEY: I'm sorry, I do not. And
15 Russ is at great school, so he's, he's out of
16 State.

17 MS. KERR: Oh, let me see if -- let me
18 see if it's --

19 MS. WALTHERS: I'm sure I can find it in
20 epis. Just give me a moment, if you don't
21 mind.

22 MS. KERR: It's on the complaint.
23 There's a phone number on the complaint.

24 THE COURT: I think Emily's checking it
25 right now. If I get out of this WebEx, I'd

1 have to sign out to get into the complaint, so

2 --

3 MR. BARBER: Can you hear me on my phone?

4 MS. KERR: Yes.

5 THE COURT: Yes.

6 MR. BARBER: Okay.

7 THE COURT: Perfect. Okay. Mr. Barber,
8 can you introduce yourself, please?

9 MR. BARBER: Yes. My name is Roger
10 Barber.

11 THE COURT: Okay. Let's have entry of
12 appearances for counsel. Staff counsel, would
13 you please go first?

14 MS. KERR: My name is Carolyn Kerr. I'm
15 Staff counsel for the Public Service
16 Commission.

17 THE COURT: All right. And for the
18 Company?

19 MS. CARTER: Diana Carter for Liberty
20 Utilities Missouri Water, LLC.

21 THE COURT: Office of Public Counsel?

22 MS. MARTIN: Anna Martin, representing
23 the Office of the Public Counsel.

24 THE COURT: And I guess Curtis has left
25 us.

1 MS. MARTIN: Is there a way to mute Roger
2 Barber, or there's a problem, I think?

3 THE COURT: There's an echo on your
4 phone.

5 MR. BARBER: Yeah. I'm trying to figure
6 out. I've turned my volume down.

7 THE COURT: Well, let me tell you what's
8 going to happen in this conference. I want to
9 talk about whether or not there's any
10 opportunity for resolution of the issues.

11 Mr. Barber, are you -- I mean, you're
12 going to have to talk about settlement. I'm
13 going to exit the call so that you can talk to
14 the attorney from Liberty and Staff counsel in
15 the Office of Public Counsel about the issues
16 in the case.

17 But I just want to tell you what I see
18 right now. The Staff counsel's report says
19 that the violations that you had in your
20 complaint have been taken care of. And I
21 guess what I'm -- I want to take the
22 temperature of the room and see if you feel
23 the same. I'd like to know what it is you
24 would like from the case.

25 MR. BARBER: Settled, and there's,

1 there's nothing I could actually say. I mean,
2 the thing was about, all of a sudden the
3 primacy fee showed up with no warning and had
4 never been on the bills before. That's where
5 it all started. I mean, they've already been
6 given 186 percent increase just this year.

7 THE COURT: Well, I understand what your
8 issues are. I want to know what it is you
9 hope to gain by taking the case to hearing.
10 What would you like out of that?

11 MR. BARBER: Well, I think they should
12 have been up front with everybody. I mean,
13 even the Missouri Public Commission had no
14 idea of it. The Department of Natural
15 Resources didn't know it. Nobody knew this
16 was coming. It just all of a sudden showed
17 up. When I contacted the Commission and I
18 called -- contacted DNR, they were totally
19 astounded as I was.

20 THE COURT: Okay. I'm hearing your
21 issues; I'm not hearing what it is you want,
22 what the end result you would like.

23 MR. BARBER: Well, I just want them to be
24 up front with everybody. Like this last
25 postcard they sent out about this audit. That

1 was a good thing.

2 THE COURT: Okay. All right. Are you
3 interested in having a hearing?

4 MR. BARBER: No, if we don't need to.

5 THE COURT: Okay. I think what I'm going
6 to --

7 MR. BARBER: As long as everything has
8 been addressed.

9 THE COURT: Okay. And let me ask the
10 other. Staff counsel and counsel for Liberty,
11 are you interested in the hearing, or are you
12 happy with the issues being resolved?

13 MS. CARTER: I can speak. For Liberty,
14 we believe we have addressed all of Mr.
15 Barber's issues. I would say, though, on the
16 primacy fee, Mr. Barber, I don't remember that
17 being part of this complaint, but that is a
18 pass-through to the government, and is not a
19 new charge. So if you have other questions on
20 that, we can follow up separately.

21 MR. BARBER: No. I had it explained to
22 me through the DNR. So, my thought was, was
23 it had never been on any of the bills in four
24 years that I had been here until this, this
25 past August.

1 THE COURT: How about the Office of
2 Public Counsel?

3 MS. MARTIN: The Office of the Public
4 Counsel is -- if Mr. Barber is comfortable
5 with how everything's gone on, we are okay
6 with not having a hearing. I don't know if it
7 would be appropriate, Judge, but, Mr. Barber,
8 if you could contact my email to kind of spell
9 out. I've just been a little confused. I
10 just want to make sure -- I just would like
11 clarity on the issues that you've been having
12 so that we can make sure that they are fully
13 taken care of.

14 MR. BARBER: Yeah. If you could send me
15 that email.

16 MS. MARTIN: Yeah.

17 THE COURT: Ms. Kerr?

18 MS. KERR: Well, it's like you said, the
19 issue was that Liberty addressed all the
20 issues for Mr. Barber. So all of those issues
21 actually have been resolved, and there doesn't
22 seem to be a reason or a need to have a
23 hearing.

24 THE COURT: Okay. I'm hearing consensus
25 from all parties on this case. So I'm going

1 to -- I'm still going to issue an order
2 because I think it's important for Mr. Barber
3 and for the public to have a discussion of
4 what happened in the complaint and the
5 resolution. But I'll issue that order
6 probably late next week. Really late next
7 week, because I'm in trial next week, and then
8 the week after arguing in the Western
9 District. So I'll be back to being a judge in
10 two weeks. So I will do that.

11 And I want to thank you-all for being
12 persistent through all these technical issues
13 and the issues that we've had with this
14 conference. Thanks, everybody, for coming
15 back and coming together and doing this, and
16 thanks, everyone, for working on this
17 complaint so we could work it out.

18 And, Mr. Barber, thank you for bringing
19 this to the Commission's attention. We really
20 appreciate your complaint and your
21 participation.

22 And with that, I'm going to tell you-all,
23 good afternoon and have a great day.

24 MR. BARBER: You as well. Y'all have a
25 great afternoon and a blessed weekend.

1 THE COURT: All right. Bye-bye.

2 MS. MARTIN: You as well.

3 MR. BARBER: Thank you. Bye-bye.

4

5

6

7 (End of audio recording.)

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

CERTIFICATE OF TRANSCRIPTIONIST

I, LEAH M., do hereby certify:

That said audio transcription is a true
record as reported by me, a disinterested
person.

I further certify that I am not
interested in the outcome of said action, nor
connected with, nor related to any of the
parties in said action, nor to their
respective counsel.

IN WITNESS THEREOF, I have hereunto set
my hand this 29th day of October, 2025.



Leah M.

<div>1</div> <div>186 6:6</div> <div>2</div> <div>2 2:4</div> <div>2025 2:5</div> <div>23rd 2:4</div> <div>A</div> <div>about 5:9,12, 15 6:2,25 8:1</div> <div>actually 6:1 8:21</div> <div>address 2:12, 15</div> <div>addressed 7:8,14 8:19</div> <div>after 9:8</div> <div>afternoon 9:23,25</div> <div>again 3:5</div> <div>ahead 2:1</div> <div>all 3:6 4:17 6:2,5,16 7:2, 14 8:19,20,25 9:12 10:1</div> <div>already 6:5</div> <div>Anna 4:22</div> <div>any 2:13 5:9 7:23</div> <div>appearances 2:10 4:12</div> <div>appreciate</div>	<div>9:20</div> <div>appropriate 8:7</div> <div>arguing 9:8</div> <div>as 6:19 7:7 9:24 10:2</div> <div>ask 7:9</div> <div>asked 3:6</div> <div>assigned 2:6</div> <div>astounded 6:19</div> <div>at 3:15</div> <div>attention 9:19</div> <div>attorney 5:14</div> <div>audio 10:7</div> <div>audit 6:25</div> <div>August 7:25</div> <div>B</div> <div>back 9:9,15</div> <div>Barber 2:3,10, 20,24 3:3 4:3, 6,7,9,10 5:2, 5,11,25 6:11, 23 7:4,7,16, 21 8:4,7,14, 20 9:2,18,24 10:3</div> <div>Barber's 7:15</div> <div>because 3:7 9:2,7</div> <div>before 6:4</div> <div>believe 7:14</div> <div>bills 6:4 7:23</div>	<div>blessed 9:25</div> <div>both 3:1</div> <div>bringing 9:18</div> <div>but 2:12 5:17 7:17 8:7 9:5</div> <div>by 2:24 3:4,7 6:9</div> <div>Bye-bye 10:1, 3</div> <div>C</div> <div>call 3:7 5:13</div> <div>called 3:4 6:18</div> <div>cannot 2:20</div> <div>care 5:20 8:13</div> <div>Carolyn 2:21 3:8 4:14</div> <div>Carter 2:24 4:19 7:13</div> <div>case 2:3,6 5:16,24 6:9 8:25</div> <div>cell 3:9,12</div> <div>charge 7:19</div> <div>checking 3:24</div> <div>clarity 8:11</div> <div>comfortable 8:4</div> <div>coming 6:16 9:14,15</div> <div>Commission 4:16 6:13,17</div> <div>Commission's 9:19</div>	<div>Company 4:18</div> <div>complainant 2:10</div> <div>complaint 3:22,23 4:1 5:20 7:17 9:4, 17,20</div> <div>computer 3:1</div> <div>conference 2:2,7,8,20 5:8 9:14</div> <div>confused 8:9</div> <div>consensus 8:24</div> <div>contact 8:8</div> <div>contacted 6:17,18</div> <div>could 2:15 3:8 6:1 8:8,14 9:17</div> <div>counsel 4:12, 15,21,23 5:14,15 7:10 8:2,4</div> <div>counsel's 5:18</div> <div>COURT 2:1, 23 3:3,13,24 4:5,7,11,17, 21,24 5:3,7 6:7,20 7:2,5,9 8:1,17,24 10:1</div> <div>Curt 3:12,13</div> <div>Curtis 4:24</div>	<div>D</div> <div>day 9:23</div> <div>Department 6:14</div> <div>Diana 4:19</div> <div>discussion 9:3</div> <div>District 9:9</div> <div>DNR 6:18 7:22</div> <div>doing 9:15</div> <div>double 2:25</div> <div>down 5:6</div> <div>E</div> <div>echo 5:3</div> <div>either 3:6</div> <div>email 2:18,19 8:8,15</div> <div>Emily 2:18,19 3:6</div> <div>Emily's 3:24</div> <div>end 6:22 10:7</div> <div>entry 2:9 4:11</div> <div>epis 3:20</div> <div>even 6:13</div> <div>everybody 6:12,24 9:14</div> <div>everyone 9:16</div> <div>everything 7:7</div>
---	--	--	---	---

everything's 8:5 exit 5:13 explained 7:21 <hr/> F <hr/> fee 6:3 7:16 feel 5:22 figure 5:5 find 3:19 first 4:13 follow 7:20 for 3:9 4:12, 15,17,19 5:10 7:10,13 8:20 9:2,3,11,14, 16,18 forum 2:13 four 7:23 from 5:14,24 8:25 front 6:12,24 fully 8:12 <hr/> G <hr/> gain 6:9 GATELEY 3:14 get 3:25 4:1 give 2:13,14 3:20 given 6:6 go 2:1 4:13	going 2:1 5:8, 12,13 7:5 8:25 9:1,22 gone 8:5 good 7:1 9:23 government 7:18 great 2:16 3:15 9:23,25 guess 4:24 5:21 <hr/> H <hr/> happen 5:8 happened 9:4 happy 7:12 having 7:3 8:6,11 hear 2:17,20, 21 3:6,8 4:3 hearing 6:9, 20,21 7:3,11 8:6,23,24 here 7:24 hope 6:9 how 8:1,5 <hr/> I <hr/> idea 6:14 if 2:11,15,24 3:17,18,20,25 5:22 7:4,19 8:4,6,8,14 important 9:2	in 2:2 3:19 5:8,14,16,19 7:3,11,23 9:4, 7,8,9 increase 6:6 information 2:13 interested 7:3,11 into 4:1 introduce 2:15 4:8 issue 8:19 9:1,5 issues 5:10, 15 6:8,21 7:12,15 8:11, 20 9:12,13 it 3:4,11,13, 19,24 5:23 6:5,8,14,15, 16,21 7:21,23 8:6 9:17 it's 2:4,23 3:18,22 8:18 9:2 <hr/> J <hr/> join 2:24 joined 3:7 judge 2:6 8:7 9:9 just 2:19,23 3:20 5:17 6:6, 16,23 8:9,10	<hr/> K <hr/> Karolin 2:5 Kerr 2:22 3:11,17,22 4:4,14 8:17, 18 kind 8:8 knew 6:15 know 5:23 6:8,15 8:6 <hr/> L <hr/> last 3:3,7,10 6:24 late 9:6 law 2:5 left 4:24 let 2:18 3:17 5:7 7:9 Let's 4:11 Liberty 2:4 4:19 5:14 7:10,13 8:19 like 2:9,25 5:23,24 6:10, 22,24 8:10,18 little 8:9 LLC 4:20 long 7:7 <hr/> M <hr/> make 8:10,12 Martin 4:22	5:1 8:3,16 10:2 me 2:18,23 3:17,20 4:3 5:7 7:9,22 8:14 mean 5:11 6:1,5,12 mind 3:21 Missouri 4:20 6:13 moment 3:20 Mr 2:10,20,24 3:3,14 4:3,6, 7,9 5:5,11,25 6:11,23 7:4,7, 14,16,21 8:4, 7,14,20 9:2, 18,24 10:3 Ms 2:22,24 3:11,17,19,22 4:4,14,19,22 5:1 7:13 8:3, 16,17,18 10:2 mute 5:1 my 4:3,9,14 5:6 7:22 8:8 <hr/> N <hr/> name 2:11 4:9,14 Natural 6:14 need 7:4 8:22 never 6:4 7:23 new 7:19 next 9:6,7
--	--	---	---	--

<p>no 2:22 3:11 6:3,13 7:4,21</p> <p>Nobody 6:15</p> <p>not 2:14,23 3:14 5:9 6:21 7:18 8:6</p> <p>nothing 6:1</p> <p>now 3:25 5:18</p> <p>number 2:3 3:9,12,23</p> <hr/> <p>O</p> <hr/> <p>o'clock 2:4</p> <p>October 2:4</p> <p>of 2:9 3:15,25 4:11,21,23 5:10,15,20,22 6:2,10,14,16 7:14,17,23 8:1,3,8,13,20 9:3 10:7</p> <p>Office 4:21,23 5:15 8:1,3</p> <p>on 2:4 3:1,22, 23 4:3 5:3 6:4 7:15,19,23 8:5,11,25 9:16</p> <p>opportunity 5:10</p> <p>order 9:1,5</p> <p>other 7:10,19</p> <p>out 3:15,25 4:1 5:6 6:10, 25 8:9 9:17</p>	<hr/> <p>P</p> <hr/> <p>part 7:17</p> <p>participation 9:21</p> <p>parties 8:25</p> <p>pass-through 7:18</p> <p>past 7:25</p> <p>percent 6:6</p> <p>Perfect 4:7</p> <p>persistent 9:12</p> <p>phone 2:25 3:2,8,9,12,23 4:3 5:4</p> <p>please 4:8,13</p> <p>postcard 6:25</p> <p>prehearing 2:2,8</p> <p>primacy 6:3 7:16</p> <p>probably 9:6</p> <p>problem 5:2</p> <p>public 2:13,14 4:15,21,23 5:15 6:13 8:2, 3 9:3</p> <hr/> <p>Q</p> <hr/> <p>questions 7:19</p>	<hr/> <p>R</p> <hr/> <p>really 9:6,19</p> <p>reason 8:22</p> <p>recording 2:7, 19 10:7</p> <p>regulatory 2:5</p> <p>remember 7:16</p> <p>report 5:18</p> <p>representing 4:22</p> <p>required 2:14</p> <p>resolution 5:10 9:5</p> <p>resolved 7:12 8:21</p> <p>Resources 6:15</p> <p>result 6:22</p> <p>right 3:6,25 4:17 5:18 7:2 10:1</p> <p>Roger 2:3 4:9 5:1</p> <p>room 5:22</p> <p>Ross 3:12</p> <p>Russ 3:15</p> <hr/> <p>S</p> <hr/> <p>said 8:18</p> <p>same 5:23</p> <p>say 6:1 7:15</p> <p>says 5:18</p>	<p>school 3:15</p> <p>see 3:17,18 5:17,22</p> <p>seem 8:22</p> <p>send 2:18 8:14</p> <p>sent 2:19 6:25</p> <p>separately 7:20</p> <p>Service 4:15</p> <p>Settled 5:25</p> <p>settlement 5:12</p> <p>should 6:11</p> <p>showed 6:3, 16</p> <p>sign 4:1</p> <p>sorry 3:14</p> <p>speak 7:13</p> <p>spell 8:8</p> <p>Staff 4:12,15 5:14,18 7:10</p> <p>start 2:2,9</p> <p>started 6:5</p> <p>State 3:16</p> <p>still 2:17 9:1</p> <p>sudden 6:2, 16</p> <p>sure 3:19 8:10,12</p> <hr/> <p>T</p> <hr/> <p>take 5:21</p>	<p>taken 5:20 8:13</p> <p>taking 6:9</p> <p>talk 5:9,12,13</p> <p>technical 9:12</p> <p>telephone 3:5</p> <p>tell 2:11 5:7, 17 9:22</p> <p>temperature 5:22</p> <p>thank 9:11,18 10:3</p> <p>thanks 9:14, 16</p> <p>that'd 2:16</p> <p>That's 6:4</p> <p>them 6:23</p> <p>then 9:7</p> <p>there's 3:23 5:2,3,9,25 6:1</p> <p>these 9:12</p> <p>they've 6:5</p> <p>thing 6:2 7:1</p> <p>think 3:11,24 5:2 6:11 7:5 9:2</p> <p>this 2:2,7,12 3:25 5:8 6:6, 15,24,25 7:17,24 8:25 9:13,15,16,19</p> <p>those 8:20</p> <p>though 7:15</p> <p>thought 7:22</p> <p>through 7:22</p>
--	---	--	---	--

9:12		with 2:9 6:3, 12,24 7:12 8:5,6 9:13,22	
time 3:3,7,10	W	work 9:17	
to 2:1,6,9,11, 12,14,25 3:1, 7 4:1 5:1,5,8, 12,13,17,21, 23 6:8,9,23 7:4,6,18,21 8:8,10,22 9:1, 3,9,11,19,22	Walker 2:5	working 9:16	
	WALTHERS 3:19	would 2:14 4:12 5:24 6:10,22 7:15 8:7,10	
	want 2:11 5:8, 17,21 6:8,21, 23 8:10 9:11	Y	
	warning 6:3	Y'ALL 9:24	
together 9:15	Water 4:20	Yeah 5:5 8:14, 16	
totally 6:18	way 5:1	year 6:6	
trial 9:7	WC-2025-0334 2:3	years 7:24	
trying 5:5	we 2:6,20 3:4, 8 7:4,14,20 8:5,12 9:17, 19	Yes 4:4,5,9	
turned 5:6	we've 9:13	you-all 9:11, 22	
two 9:10	Webex 3:25	yourself 4:8	
U	week 9:6,7,8	yourselves 2:16	
understand 6:7	weekend 9:25		
unmute 2:25 3:1	weeks 9:10		
until 7:24	well 5:7 6:7, 11,23 8:18 9:24 10:2		
up 6:3,12,17, 24 7:20	Western 9:8		
us 2:11 3:4,6, 7 4:25	what 5:17,21, 23 6:7,8,10, 21,22 7:5 9:4		
Utilities 4:20	what's 5:7		
V	When 6:17		
violations 5:19	where 6:4		
volume 5:6	whether 5:9		
	will 2:6 9:10		