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Issues: Quality of Service

Witness: Robert R. Leonberger

Sponsoring Party: MO PSC Staff

Type of Exhibit: Rebuttal Testimony

Case No.: GC-2006-0390

Date Testimony Prepared: November 8, 2006

MISSOURI PUBLIC SERVICE COMMISSION

UTILITY OPERATIONS DIVISION

REBUTTAL TESTIMONY

OF

ROBERT R. LEONBERGER

LACLEDE GAS COMPANY

CASE NO. GC-2006-0390

Jefferson City, Missouri

November 2006

****Denotes Highly Confidential Information****

NP


**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

USW Local 11-6)	
)	
Complainant,)	
)	
v.)	Case No. GC-2006-0390
)	
Laclede Gas Company,)	
)	
Respondent)	

AFFIDAVIT OF ROBERT R. LEONBERGER

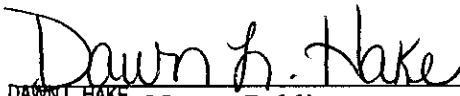
STATE OF MISSOURI)
) ss
COUNTY OF COLE)

Robert R. Leonberger, of lawful age, on his oath states: that he has participated in the preparation of the following Rebuttal Testimony in question and answer form, consisting of 18 pages of Rebuttal Testimony to be presented in the above case, that the answers in the following Rebuttal Testimony were given by him; that he has knowledge of the matters set forth in such answers; and that such matters are true to the best of his knowledge and belief.


 Robert R. Leonberger

Subscribed and sworn to before me this 7th day of November, 2006.




 DAWN L. HAKE Notary Public
 My Commission Expires
 March 16, 2009
 Cole County
 Commission #95497643

My commission expires _____

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OF
ROBERT R. LEONBERGER
LACLEDE GAS COMPANY
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REBUTTAL TESTIMONY

OF

ROBERT R. LEONBERGER

LACLEDE GAS COMPANY

CASE NO. GC-2006-0390

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11
12 Q. Please state your name and business address.

13 A. My name is Robert R. Leonberger and my business address is P.O. Box 360,
14 Jefferson City, Missouri 65102.

15 Q. By whom are you employed and in what capacity?

16 A. I am employed by the Missouri Public Service Commission (PSC or
17 Commission) as a Utility Regulatory Engineering Supervisor in the Gas Safety/Engineering
18 Section of the Energy Department of the Utility Operations Division.

19 Q. Please review your educational background and work experience.

20 A. In 1977, I received a Bachelor of Science degree in Architectural Engineering
21 from the University of Colorado in Boulder, Colorado. After graduation I was employed by
22 the Missouri Highway and Transportation Department in the Bridge Division from 1977-
23 1982 as a structural design engineer and later as a senior structural design engineer. While at
24 the Highway Department I performed highway bridge design work and checked bridge
25 design plans of others. During that time I also spent one year as a steel fabrication inspector
26 monitoring quality control of bridge steel fabrication.

Rebuttal Testimony
of Robert R. Leonberger

1 Since July 1, 1982, I have been on the Gas Safety/Engineering Staff of the
2 Commission. I was promoted to the position of Engineer IV in November of 1987 and
3 assumed my present position in October of 1990. I have successfully completed the seven
4 courses prescribed by the U.S. Department of Transportation (DOT) at the Transportation
5 Safety Institute regarding the application and enforcement of the minimum federal safety
6 standards for the transportation of natural and other gas by pipeline (49 CFR, Part 192).
7 Included in this training were courses on the joining of pipeline materials, corrosion control,
8 regulator stations and relief devices, failure investigation, and code application and
9 enforcement. In addition, I have attended numerous other courses and seminars directly
10 related to pipeline safety and incident investigation related subjects, as well as seminars on
11 utility regulation. In the Commission's Energy Department, I manage the Commission's
12 Pipeline Safety Program and supervise the Gas Safety/Engineering Staff. My responsibilities
13 include monitoring all phases of natural gas utility plant design, installation, operation, and
14 maintenance. I conduct on-site plant inspections, review and analyze utility records,
15 investigate customer gas safety complaints, investigate natural gas related incidents and assist
16 in the continued development of the Commission's pipeline safety rules. It is my
17 responsibility to make recommendations to each utility's management and to the
18 Commission, if necessary, following these evaluations.

19 I am a member of the National Association of Corrosion Engineers (NACE) and
20 former member of the American Society of Mechanical Engineers-Gas Piping and Technical
21 Committee (ASME-GPTC). I represented the PSC on the ASME-GPTC from 1986-1989. I
22 currently am a member and past Chairman of the National Association of Pipeline Safety
23 Representatives (NAPSR) and represent the PSC on this organization.

Rebuttal Testimony
of Robert R. Leonberger

1 Q. Have you previously testified before this Commission?

2 A. Yes. I have presented testimony in Case Nos. GC-90-06, GC-91-150, GR-92-
3 165, GM-94-40, GR-96-285, GC-2006-0060, and GC-2006-0318 before the Commission.

4 Q. What is the purpose of your testimony?

5 A. The purpose of my testimony is to address the issues in the Complaint and
6 First Amended Complaint filed by USW Local 11-6 in Case No. GC-2006-0390.
7 Specifically, I will address allegations that subcontractors of CellNet were not receiving
8 adequate training prior to installing AMR devices and that numerous installations of AMR
9 devices by CellNet subcontractors allegedly caused meter damage and gas leaks.

10 Specifically, Staff notes that:

11 1) Approximately one-half million AMR devices have been installed in
12 Missouri and several million of these devices have been installed in other
13 states,

14 2) Installation of AMR devices is relatively simple and adequate training was
15 provided to CellNet contractors,

16 3) The failure rate of the AMR devices being installed in Laclede's program is
17 not unusually high,

18 4) Of the AMR device failures, an extremely low percentage of them relate to
19 any type of a leak, and

20 5) The AMR related leaks observed were not caused by the AMR itself, in fact
21 they were likely identified as a result of the AMR installation.
22

1 **EXECUTIVE SUMMARY**

2 Q. Please summarize your testimony.

3 A. The Missouri Public Service Commission Staff (Staff) has only found one
4 instance where the installation of AMR caused a gas leak and the installation practice that
5 caused this leak was discontinued shortly thereafter. Therefore Staff does not believe that the
6 installation of AMR devices by CellNet is in any way was a general safety hazard. On the
7 contrary, it may be that safety was increased in the process of installing AMR because there
8 were many occasions where pre-existing gas leaks were discovered due to AMR
9 installation. The Staff believes the installation of an AMR device on existing meters is a
10 simple process for which the installers for CellNet were adequately trained. When the odor
11 of natural gas was detected, they were instructed to contact their supervisor, who then
12 contacted Laclede Gas Company (Laclede or Company). Except for the one instance noted,
13 the Staff found no other instances where they believe a leak was caused by the installation of
14 an AMR device. Finally, Staff's investigation was hampered by 1) the complainant not
15 identifying which Commission rules, regulations or state statutes Laclede had violated, and 2)
16 the delay in providing information regarding alleged violations by the complainant.

17 **PROGRESSION OF THIS CASE**

18 Q. Whose testimony are you addressing in this case?

19 A. I am addressing the specific allegations by USW Local 11-6 in this Complaint.
20 This effort is complicated by the fact that neither the filings nor direct testimony made by
21 USW Local 11-6 explain what specific acts or omissions of acts or combinations thereof are
22 being alleged and how these acts constitute violations of Commission rules, regulations or
23 state statutes. Ordinarily, a Complainant will detail specific facts and describe how those acts

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1 or things done or not done, violate a specific Commission rule, regulation or state statute.
2 Then in direct testimony, the Complainant will more fully detail and describe the specific acts
3 or omission of acts that occurred and clearly connect how those specific acts violated the
4 Commission's rules, regulations, or state statutes. Thus, the case is clearly laid out and the
5 Parties to the case know the specific allegations, the matters that are at issue, and how those
6 specific acts or omissions are violations of rules, regulations or statutes. The Parties can then
7 address those specific issues in rebuttal testimony and respond to the allegations laid out the
8 Complainant's case.

9 The "direct testimony" of USW Local 11-6 primarily consists of affidavits (Staff has
10 objected to four such affidavits) and actual prefiled testimony of about 23 people (the number
11 continues to grow since USW Local 11-6 has filed late testimony). This "direct testimony"
12 consists primarily of isolated incidents regarding installation of AMRs of very questionable
13 relevance to this case. These incidents include requests by customers that only a Laclede
14 Union worker install the AMR, alleged leaks supposedly attributable to AMRs, alleged AMR
15 inaccuracy, and self serving comments about Laclede Union gas workers. USW Local 11-6
16 made no attempt to relate the events described in the testimony to any violations of
17 Commission rules or statutes. Other "direct testimony" consists of excerpts of depositions
18 taken in the case (including excerpts of Mr. Leonberger's deposition taken and filed as USW
19 Local 11-6 "direct testimony"). While this other "direct testimony" is interesting and has
20 resulted in Staff's follow-up on several occasions, it has no readily discernible relevance to
21 any alleged violations. As with the affidavits, there is no attempt made by USW Local 11-6
22 to explain what specific acts or omissions of acts are being alleged and how they may be
23 violations.

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1 In this testimony, I have attempted to put the case in proper perspective and establish
2 for the Commission an overview of the case that will concisely describe the information filed
3 in direct and explain how it lacks merit and fails to prove that AMR installation has resulted
4 in unsafe and/or inadequate service. In fact, my testimony shows that AMR installation
5 identifies leaks that may not have been noticed otherwise.

6 Q. Please provide a summary of the filings in this case.

7 A. USW Local 11-6, in its original Complaint filed on April 10, 2006, alleged
8 that Laclede violated RSMo 393.130 by not providing safe and adequate service. The
9 Complaint stated that “Upon information and belief, subcontractors of CellNet are not
10 receiving adequate training prior to installing AMR devices...” and “Upon information and
11 belief, there have been numerous installations of AMR by CellNet subcontractors that have
12 resulted in meter damage and leaks.” Laclede, in its May 11, 2006, Motion For A More
13 Definite Statement stated that in January 2006 (prior to the filing of this Complaint)
14 representatives of USW Local 11-6 had discussed allegations with Laclede that numerous
15 instances of gas leaks were being caused by AMR installations. Laclede had denied the
16 allegations and Laclede further stated that at that meeting it had requested that USW Local
17 11-6 provide specific details of the allegations, but no details were provided.

18 In its May 11, 2006 filing, Laclede requests that USW Local 11-6 be required to
19 “...state the fact that identify acts or things done or omitted to be done by Laclede that
20 support the Union’s information and belief that numerous instances of meter damage and gas
21 leaks have resulted from AMR installation and that adequate training is not provided to
22 individuals who perform AMR installations.” Laclede further indicated in the May 11 filing

1 that its Industrial Relations Department had met with USW Local 11-6 leadership following
2 its filing of the Complaint to obtain specific examples/information, and none was provided.

3 On May 30, 2006, USW Local 11-6 filed a motion in Opposition to Laclede's Motion
4 For A More Definite Statement. In the filing it did not provide specific locations where leaks
5 had occurred or examples of inadequate training. In fact, USW Local 11-6 stated that
6 "Laclede will have ample opportunity in this proceeding to conduct discovery about the
7 Union's knowledge of leaks caused by AMR installation." (page 1, paragraph 2). Also, in the
8 same filing, USW Local 11-6 claims that it had "...previously produced information of
9 numerous leaks caused in this manner in the course of discovery and testimony and in
10 another case before the Commission...GC-2006-0060." However, specific examples and or
11 addresses where leaks were caused by AMR installation were not given in that case.

12 Laclede Gas Company's Response To The Union's Opposition To Laclede's Motions
13 was filed on June 8, 2006. The Company reiterated that USW Local 11-6 has not provided
14 facts regarding inadequate training to support its claim. Also, Laclede stated that USW Local
15 11-6 testimony in Case No. GC-2006-0060 does not contain any specific facts about leaks,
16 "...much less numerous instances, of a gas leak or meter damage caused by an AMR
17 installer." (page 2, paragraph 3)

18 In a filing on August 7, 2006, Laclede Gas Company's Request To Make A Live
19 Demonstration For The Commission Of How An Automated Meter Reading Device Is
20 Installed, Laclede stated that "Based on a review of its records, Laclede has been unable to
21 find any evidence to support the contention that installation of AMR devices, by CellNet, its
22 installers, or by Laclede's own Union employees, causes meters to leak. Nor has the Union
23 provided information to Laclede that would substantiate such a contention. Moreover the

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1 Union's failure to provide such information persists to this day, despite the Company's
2 repeated efforts to determine whether there is any basis for these allegations." So at this
3 point in the case, a full four (4) months since USW Local 11-6 filed its Complaint, there had
4 been numerous requests by Laclede, both verbally and in filings in this case, for USW Local
5 11-6 to provide specific information to support its case, and none has been provided.

6 The Staff had also verbally requested that if USW Local 11-6 had specific
7 information regarding the allegations, we needed that information to assist in our
8 investigation. On August 10, 2006, the Commission issued an Order Denying Motion To
9 Dismiss, Granting Motion For A More Definite Statement, Granting Motion To Strike, In
10 Part, Setting Procedural Teleconference And Directing Filing.

11 The Order states:

12 ...USW Local 11-6 admits in its response to Laclede's motion to dismiss that
13 it knows the specific facts which constitute this alleged violation, yet the
14 USW Local 11-6 failed to state those facts specifically in its Complaint. It is
15 the Complainant's burden to allege the facts to support its Complaint. If the
16 USW Local 11-6 knows the specific facts, it should state those facts in its
17 Complaint, thus giving Laclede the opportunity to admit or deny the
18 allegations against it. Therefore, the Commission will grant Laclede's
19 alternative motion for a more definite statement of the facts. USW Local 11-
20 6 shall amend its Complaint to specifically set out the instances where it
21 believes the installation of AMR devices had caused a leak or other safety
22 hazard.

23
24 The Commission ordered USW Local 11-6 to file an amended complaint by August 21, 2006
25 to specifically set out facts supporting its claim.

26 On August 3, 2006, prior to the Commission Order being issued I watched a KSDK
27 news report by Leisa Zigman that included an interview with Kevin Patterson from USW
28 Local 11-6. The report showed what appeared to be sheets of paper with addresses on them
29 with comments about AMRs and that USW Local 11-6 had locations where USW Local 11-6

1 members had identified problems. I immediately contacted Kevin Patterson and indicated
2 that it seemed obvious from comments made by Leisa Zigman and from images shown on the
3 news report that USW Local 11-6 was in possession of information that had not been
4 provided to the Staff regarding locations collected by USW Local 11-6. At that time, I
5 verbally reiterated that we needed such information to aid in our investigation. A Staff data
6 request was sent to USW Local 11-6 to follow-up on the request.

7 **BACKGROUND INFORMATION ON AMR INSTALLATION**

8 Q. Is Laclede the only natural gas company regulated by the Missouri Public
9 Service Commission to install AMR devices on meters?

10 A. No. Missouri Gas Energy and AmerenUE have installed AMR devices on
11 their natural gas meters. I would estimate that over 500,000 AMR devices have been
12 installed on natural gas meters by companies under the jurisdiction of the PSC, prior to
13 Laclede's project to install AMR devices on its natural gas meters in its distribution system.
14 In addition to the devices installed by utilities under Missouri PSC jurisdiction, millions of
15 these devices have been installed in other states.

16 Q. Are you aware of any safety-related problems associated with these previous
17 AMR installation projects?

18 A. No.

19 Q. Are you aware of problems encountered with billing issues, AMRs/meters not
20 registering, and other problems associated with the AMR installation project at these
21 companies?

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1 A. Yes. The information for one of the companies noted above (AmerenUE)
2 indicated that the failure rate for its AMR installation project, where a problem occurred with
3 meter reading for various reasons, was approximately 2%.

4 Q. Has Laclede provided a percentage for the failure rate of their AMR
5 installation project?

6 A. Yes. Laclede stated in its response to Staff Data Request No. 5 that as of
7 October 22, 2006, approximately 592,500 AMR devices had been installed and
8 approximately 73,000 AMR installations remaining to be performed. Laclede stated that “As
9 of October 18, 2006, ** _____ ** modules had been replaced or are scheduled for
10 replacement by CellNet due to a failure to operate properly. This equates to approximately
11 1.9% of the 590,000 modules installed as of that date. This appears to be in line with
12 industry averages of 1-3%.” Laclede further stated that its practice prior to this AMR
13 installation project and during the AMR installation project has been to replace non-operating
14 indexes on meters. Laclede indicated that they were “...aware of fewer than 20 instances
15 where, for whatever reason, an AMR device operated properly but the index did not operate.”
16 This seems to be the situation that is described in the Affidavit of Steve White.

17 Q. So from your past knowledge of AMR installation by other companies in the
18 state and your familiarity with AMR installation in the United States, is the failure rate
19 experienced by Laclede unusual?

20 A. The failure rate of the meters in Laclede’s installation of AMR devices is in-
21 line with or slightly less than that experienced for the AmerenUE AMR installation project
22 for which the Staff has records.

1 **TRAINING OF PERSONS INSTALLING AMR DEVICES**

2 Q. Please address the issue of training of the subcontractors installing the AMR
3 devices.

4 A. Yes. Very briefly, installation of the AMR devices requires the removal of a
5 few bolts/screws (typically four) to remove the index cover and removal of the index dials.
6 The AMR device, the existing index dials, and a new index cover are then installed and the
7 assembly is reattached to the meter. The basic AMR installation (removal of the index cover
8 and installation of the AMR device) is done on the outside of the meter and does not
9 penetrate the gas carrying portion of the meter. More specifically, basic AMR installation
10 **does not** involve making any holes in the pressure boundary of the meter or disconnecting
11 and/or reconnecting any gas lines. Therefore, AMR installation is a simple process of
12 removing screws/bolts installing the AMR device and reinserting screws/bolts. The training
13 needed to perform this function is minimal. AMR installers were instructed during their
14 training to call their supervisor if they smelled the odor of natural gas during the installation.

15 Q. Do you believe the training received by the persons installing AMRs was
16 adequate?

17 A. Yes. Their training includes instruction on reading the meter dials, actual
18 installation of the AMR device, what to do if they smell the odor of natural gas, as well as
19 other functions. I believe the AMR installers are adequately trained for the task they are
20 performing, which is installing an AMR device on an existing meter. Calling their supervisor
21 whenever they smell the odor of natural gas quickly gets the information to Laclede so that
22 Company personnel can be dispatched to the location and conduct an investigation.

LEAKS FOUND AT METERS

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Q. Do you believe that installation of AMR devices “caused” leaks at meters?

A. As will be more fully explained later in my testimony, I do not believe that installation of an AMR device causes leaks. There was one instance found where an AMR installer was trying to extract a “frozen” screw/bolt from a meter during the AMR installation process and when the installer drilled out the screw/bolt they drilled into the meter. The procedure to use a drill to remove “frozen” screws/bolts from the meters was stopped soon after this occurrence.

Q. Did Laclede provide a number of leaks that the Company has found that have been identified as emanating from the center box of the meter (which are sometimes referred to as “faceplate leaks”)?

A. Yes. Laclede indicated that “Normal wear and tear on the drive axle inside the meter can cause a tiny leak to occur from the meter into the center box. Through the Company’s many inspection programs, customer calls and AMR deployment over the past 12 months, approximately 375 such minor leaks have been identified on meters that also have an AMR device attached. Laclede does not generally track the source of meter leaks, but can state that, through the first half of 2006, the number of leaks on meters with AMR devices was roughly proportional to the number of leaks on meters that did not have AMR devices.” It should be noted that the 375 minor leaks found coming from the center box are for the over 590,000 meters where AMR devices have been installed. Further, Laclede indicated that all the center box leaks noted above have been eliminated by replacement of the meter.

1 **ADDRESS INFORMATION RECEIVED FROM USW LOCAL 11-6 AND**

2 **STAFF'S INVESTIGATION**

3 Q. Did Staff receive any information?

4 A. Staff received information that had been collected by USW Local 11-6
5 members on the same day (August 21, 2006) that USW Local 11-6 filed its First Amended
6 Complaint in compliance with the Commission order. The information provided to the Staff
7 contained specific addresses of over 300 Laclede customer addresses.

8 The information provided by USW Local 11-6 to Staff consisted of approximately 66
9 copied pages containing handwritten addresses. On some pages there were numerous
10 addresses and on other pages there were only one or two addresses. USW Local 11-6
11 indicated that the addresses were recorded by Laclede USW Local 11-6 personnel regarding
12 service calls involving AMRs.

13 Q. Were there other indications that USW Local 11-6 had specific information
14 but failed to provide it to Staff or Laclede?

15 A. Yes. Beginning on April 21, 2006, soon after the original Complaint was filed
16 on April 10th, numerous Notices of Ex Parte Contact were placed in the case file. The letters
17 from the several Representatives and Senators were basically identical. One of the items in
18 the letters reported that during installation of an AMR, the installer had drilled a hole in a
19 meter, but no location was given. I contacted Laclede personnel for specific information on
20 any meters where a hole had been drilled into them, and they indicated that they did not have
21 a specific address for any meter where a hole had been drilled into it. During my
22 investigation of the list of addresses submitted by USW Local 11-6 on August 21, 2006, there
23 was one address where a hole had allegedly been drilled into the meter while attempting to

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1 extract frozen screws/bolts from the meter to install an AMR device. This incident occurred
2 in January of 2006 and was the only instance found where I believe a gas leak may have been
3 caused by installation of an AMR.

4 The Staff was aware of the allegation, but was not aware of a specific address where a
5 hole had been drilled into the meter until August 2006. When I contacted the Laclede Meter
6 Shop in August to determine the disposition of the meter, its records indicated the meter had
7 been condemned and disposed of. Laclede personnel indicated they talked with the employee
8 that condemned the meter and he did not recall details of why he condemned the meter.

9 Q. Did the records provided by USW Local 11-6 provide any clue as to when
10 they were collected?

11 A. There were approximately 326 addresses that were legible on the information
12 provided by USW Local 11-6 (there were 10-20 addresses that could not be read due to poor
13 copy quality). Of the total, 97 of the addresses had dates on the pages and of those, 42
14 locations (over 40%) were dated from January through March 2006, indicating that USW
15 Local 11-6 was aware of dozens of specific address locations prior to the filing of its
16 Complaint.

17 Q. What did you do with the customer addresses that were provided?

18 A. In the time since the addresses were provided, Laclede, to date, has provided
19 information on approximately 200 of the addresses provided by USW Local 11-6. For those
20 200 addresses that I have reviewed, I have only found one address (as noted previously)
21 where I believe that installation of the AMR device caused a leak at the meter. There were
22 numerous examples where a minor leak was found at the location where the drive shaft
23 comes out of the meter. However, those leaks are the result of a worn seal around the shaft

1 inside the body of the meter and are due to normal wear during operation of the meter and
2 age of the seal material. The leaks are more easily noticed when the meter index cover is
3 removed for AMR installation, but I do not believe that the act of installing the AMR
4 “caused” the leak indicated at the meter.

5 Q. In USW Local 11-6’s FIRST AMENDED COMPLAINT, there are several
6 customer addresses given as examples where problems were noted. Did you investigate
7 these alleged problems?

8 A. Yes. The following entries give a description of information found for each
9 address, if available.

10 ** _____ ** on January 20, 2006. This was only address where the
11 Staff believes that a leak was caused by AMR installation. The meter had been condemned
12 and disposed of since the event occurred in January, but was not brought to Staff’s attention
13 until August 21. It appears that a CellNet subcontractor drilled into a meter while trying to
14 remove a “frozen” screw/bolt. Soon after this occurred, Laclede ceased the practice of
15 drilling out frozen screws. Again, this is the only example in the addresses given to the Staff
16 by USW Local 11-6 on August 21, 2006, where the Staff believes a leak was caused by AMR
17 installation.

18 ** _____ ** on January 23, 2006. A leak was
19 found where the shaft comes through the meter body and was believed to be caused by a
20 worn seal. This resulted in a very small “fizz” leak.

21 ** _____ ** on February 21, 2006. Records indicate that the meter was
22 changed on the date noted, but records indicate no leak was found when the meter was tested
23 in the Meter Shop.

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1 ** _____ ** *in St. Charles*. This location
2 was a main focus of the KSDK news report noted earlier in my testimony. The meters noted
3 are all located in a maintenance room at an apartment complex. The AMRs were installed at
4 the location in August 2005 and the leak that was the subject of the news report occurred on
5 January 18, 2006. However, records indicate that on November 23, 2005, (this was **after** the
6 AMRs were installed at the location, but **2 months before** the leaks were found that were the
7 subject of the news report) a non-managerial Laclede Service and Installation Department
8 employee was at in the maintenance room with a leak detection device, and records from that
9 visit indicate that the serviceman found no leaks and no corrosion at the location on
10 November 23, 2005.

11 ** _____ ** *on January 5, 2006*. Meter was changed.
12 Information on Laclede's computer system did not indicate a leak at this location. Staff will
13 continue to investigate.

14 ** _____ ** *on January 8, 2006*. The meter was removed and found
15 to have a small leak at a worn seal where the shaft exits the meter.

16 ** _____ ** *on March 2006*. This meter was not on the records as
17 being received in the meter shop. Staff will continue to investigate.

18 ** _____ ** *on December 14, 2005*. A hole, apparently caused by
19 corrosion, was found in the back of the meter serving the second floor of the address.
20 Records indicated that there were two meters (one for the first floor and one for the second
21 floor) in the same location, side-by-side in the basement of the building. Laclede records
22 indicate that upon arrival the responding serviceman checked the first floor first from
23 approximately 5:55 pm to 6:30 pm with "No leak found". His ticket for the nearby second

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1 floor meter indicates he then spent from 7:05 pm to 7:30 pm on the second floor meter and
2 the meter had a leak and he changed the meter. So it appears that the Laclede serviceperson
3 on the scene did not address the meter that was leaking at ** _____ ** for over
4 an hour after he arrived. These records would indicate the serviceman did not consider the
5 leak to be potentially hazardous.

6 ** _____
7 _____ **. USW Local 11-6 indicated that the AMR devices at the two specific
8 locations were installed using duct tape incorrectly at these locations and that the index dials
9 were left on top of the meter at the two other locations. These situations were not safety
10 related and the meters were replaced.

11 Q. Please explain your concerns.

12 A. In its filings, USW Local 11-6 has alleged that installations of AMR devices
13 by CellNet subcontractors have resulted damage to meters, gas leaks, and the failure to
14 remedy an existing or imminent gas hazard. However, USW Local 11-6 was in possession of
15 specific address information where these problems occurred as early as October 2005, but did
16 not provide bring that information forward to Laclede or the PSC, which has the authority to
17 stop the installation of AMRs if serious safety concerns were discovered. However, even
18 after repeated requests for the information from USW Local 11-6 over several months, it did
19 not provide the information until August 21, 2006, months after it was aware of “problems”
20 contained in their First Amended Complaint. By this time approximately 550,000 AMRs had
21 been installed by CellNet. From Notices of Ex Parte Contacts in the case, I believe specific
22 information was communicated to legislators, city councils, fire personnel, and others, but
23 was not given to the PSC or Staff which needed the information. I believe it is disingenuous

NP

Rebuttal Testimony
of Robert R. Leonberger

1 for USW Local 11-6 to have not provided information in its possession of specific addresses
2 where they alleged safety concerns.

3 Q. Does this conclude your rebuttal testimony?

4 A. Yes.