

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

VOLUME 2
TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
August 2, 2016
Nevada, Missouri

In the Matter of KCP&L)
Greater Missouri Operations))
Company's Request for) File No. ER-2016-0156
Authority to Implement a) Tracking No. YE-2016-0223
General Rate Increase for)
Electric Service)

DANIEL R. E. JORDAN, Presiding,
SENIOR REGULATORY LAW JUDGE
MAIDA J. COLEMAN,
COMMISSIONERS

REPORTED BY:
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1 P R O C E E D I N G S

2 (WHEREUPON, the hearing began at 12:38
3 p.m.)

4 JUDGE JORDAN: And we're on the record.
5 Good afternoon everyone. The Missouri Public
6 Service Commission is calling the action in
7 File No. ER-2016-0156. The style of the case
8 is in the matter of KCP&L Greater Missouri
9 Operations Company's Request for Authority to
10 Implement a General Rate Increase for Electric
11 Service.

12 This is the Missouri Public Service
13 Commission's local public hearing on these rate
14 increases as proposed. We're here to record
15 witnesses' testimony on this proposal. Please
16 understand there won't be any company
17 statements or statements from the Commission
18 during this part of the proceedings. This is
19 more the investigation part of this proceeding,
20 it's not actual litigation.

21 We are recording this proceeding, as you
22 can see. The court reporter is recording what
23 we're saying, this will be developed into a
24 transcript for the use of the Commission and
25 myself and others to know what occurred during

1 this proceeding.

2 My name is Daniel Jordan and I'm a
3 regulatory law judge assigned to this action.
4 And my position, my job in this part is to
5 conduct an orderly proceeding. I will
6 eventually draft a decision for the
7 Commissioners. They will make the final
8 decision by an open vote in an open meeting.

9 And seated to my left from Jefferson City
10 is Commissioner Coleman. Commissioner, any
11 opening remarks?

12 COMMISSIONER COLEMAN: Yes. Thank you.
13 Good afternoon. We thank you for being here.
14 As the Judge noted, I am Commissioner Maida
15 Coleman. I am one of five Commissioners that
16 will take the evidence, the testimony, the
17 information that has been gathered regarding
18 this KCP&L request, and make a decision after
19 we have evidentiary hearings later this year, I
20 believe in September. We will be holding
21 hearings throughout the Kansas City Power &
22 Light district area throughout the next few
23 days, over the next few days. And at that
24 time, you'll see a variety of the
25 Commissioners. I happen to be the only one of

1 five of us here today. But all Commissioners
2 will have an opportunity to review the
3 testimony and the evidence before our decision
4 is made. We thank you for your participation
5 today.

6 JUDGE JORDAN: Next, I will take entries
7 of appearance from counsel. We'll begin with
8 the applicant?

9 MR. STEINER: Yes. My name is Roger W.
10 Steiner. My work address is 1200 Main Street,
11 Kansas City, Missouri. I'm appearing on behalf
12 of KCP&L Greater Missouri Operations Company.

13 JUDGE JORDAN: And from Staff?

14 MS. MERS: My name is Nicole Mers. I've
15 previously provided my address to the court
16 reporter, and I'm appearing on behalf of the
17 Public Service Commission Staff.

18 JUDGE JORDAN: And for the Office of the
19 Public Counsel?

20 MS. MAYFIELD: Yes. My name is Cydney
21 Mayfield. I am appearing for the Office of the
22 Public Counsel and for the ratepayers. I have
23 previously provided my information to the court
24 reporter.

25 JUDGE JORDAN: Thank you, Counselors. Are

1 there any other parties who would like to enter
2 an appearance?

3 MS. GIBONEY: Yes. For intervenor Ameren
4 Missouri, I'm Sarah Giboney. And my address is
5 111 South 9th Street, Columbia, Missouri 65201.

6 JUDGE JORDAN: Thank you, Counselor. Any
7 other intervenors to enter an appearance?

8 MR. CASH: Peery Cash, Cash's Quality
9 Electric, here in Nevada, Missouri.

10 JUDGE JORDAN: Okay. Thank you. Have you
11 signed the list to testify?

12 MR. CASH: Yes.

13 JUDGE JORDAN: All right. Then I think
14 that gets us to the next part of this
15 proceeding, which is where I call the names of
16 people who signed up to testify to step forward
17 and give their testimony. Here's how it will
18 work: I will call a name from the list, one
19 person at a time come up, use this microphone
20 so that everyone can hear you. I will
21 administer an oath, or if religious principles
22 prevent you from taking an oath, I will
23 administer an affirmation. Just tell me, we
24 can do either. I'll probably ask a few
25 questions to get you started off, to get us

1 oriented as to what your perspective is. Do
2 speak clearly into the microphone, like I hope
3 I'm doing, be concise, and if somebody has
4 already said something that you believe, then
5 definitely tell the Commission that. We want
6 to hear what you think about this -- about this
7 action. But all you have to do is say that you
8 agree with what's been said before, that will
9 be fine.

10 Once you've made your statement, there may
11 be cross-examination questions, mostly to
12 clarify an issue that you raise. As you
13 probably noticed, Staff works pretty hard to
14 put together the advice, the recommendation
15 that it gives to the Commission, but of course
16 it can't be everywhere at times, and so a big
17 part of why we are here is because this is a
18 good time for you to tell us about service and
19 billing issues and things like that. So feel
20 free to participate.

21 Once the Commissioner or I have any
22 questions for you, Staff has questions for you,
23 once that's done, certainly you may resume in
24 your seat. And I also want to note, while I'm
25 thinking about it, that there are other

1 opportunities for input. You can have contact
2 with Staff or with the Office of the Public
3 Counsel. You can also make comments online at
4 the Commissioner's site. Any questions about
5 this -- about our procedure?

6 Not hearing any I will go to the first
7 name that is on my list, and that name is Larry
8 L. Brown. Is Larry L. Brown appearing?

9 MR. BROWN: He'll pass.

10 JUDGE JORDAN: You'll pass?

11 MR. BROWN: Yes. Yes, sir.

12 JUDGE JORDAN: Thank you, sir. Thank you
13 for showing up though. I have next Novella V.
14 Pinkman.

15 MS. PINKMAN: I'll pass.

16 JUDGE JORDAN: Very well. Martha A. Mass.

17 MS. MASS: I'll pass.

18 JUDGE JORDAN: All right. Another pass.
19 Very good. Do I have here, looks like a Remy
20 Cash?

21 MR. CASH: Peery Cash.

22 JUDGE JORDAN: Purey? Perry? Peery?
23 Please, step up to the podium and we'll clarify
24 that matter to begin with. Mr. Cash, I'll
25 start by administering the oath to you.

1 (Witness sworn.)

2 PEERY CASH testifies as follows:

3 JUDGE JORDAN: Thank you, sir. Now, let's
4 begin by clarifying the spelling of your name
5 for the court reporter?

6 THE WITNESS: Peery Cash.

7 JUDGE JORDAN: Is that Perry with two Rs?

8 THE WITNESS: No. P-E-E-R-Y.

9 JUDGE JORDAN: Very good. Got it. Well,
10 Mr. Cash, are you a customer of Greater
11 Missouri Operations?

12 THE WITNESS: Customer of KCP&L and of --
13 residential and commercial customer.

14 JUDGE JORDAN: Oh, very good. Well, go
15 ahead and tell the Commission what you would
16 like it to hear then?

17 THE WITNESS: Okay. Being an electrical
18 contractor in Nevada, Missouri, I've worked
19 with Missouri Public Service, Aquila, MoPub, in
20 the past 35 years. While the rates have
21 increased significantly in that 35 years, the
22 service has not. Therefore, I am listing a few
23 of the reasons KCP&L rate increase is not, in
24 my opinion, due.

25 I've had several occasions where KCP&L has

1 disconnected the power lines at the utility poles
2 and left the homeowner without service because the
3 meter was burnt up. In some cases, power has been
4 off overnight. The owner had no idea he inherited a
5 50-year-old Aquila meter. They were told when they
6 get a new meter light installed at their expense and
7 KCP&L standards, they will get power back.

8 No. 2, when a residential customer needs
9 service, all the conduit, meter, and installation is
10 by KCP&L standards, which is above and beyond the
11 international electrical code. Example: 3-inch PVC
12 conduit for 1 underground wire, yet it's at the
13 owner's expense

14 Three, when a new commercial customer
15 needs service, they're responsible for all the
16 conduit, wire, meter loop, and installation. All
17 must be to KCP&L standards, and all the customer's
18 expense. KCP&L has to install any -- if KCP&L has
19 to install any new infrastructure, heaven forbid
20 what the cost from KCP&L will be at the customer's
21 expense. I needed to cover a primary line at an
22 auto dealership to draw their parking lot utility
23 polls. The cost to cover 12-foot of primary was
24 \$525.84 carried onto the customer.

25 In a nutshell: CEO compensation is in the

1 millions per year, and the infrastructure and cost
2 infrastructure is carried onto the consumer.

3 JUDGE JORDAN: Thank you for that
4 testimony. Hang on just a second while I see
5 if there's any cross from the Applicant?

6 MR. STEINER: No questions.

7 JUDGE JORDAN: From Staff?

8 MS. MERS: Thank you for your testimony.

9 JUDGE JORDAN: From the Office of Public
10 Counsel?

11 CROSS-EXAMINATION BY MS. MAYFIELD:

12 Q I do have a quick clarifying question.
13 You indicated that you are a customer of Kansas City
14 Power & Light, is that correct?

15 A Correct.

16 Q Have you heard of Greater Missouri
17 Operations?

18 JUDGE JORDAN: Sometimes called GMO, KCP&L
19 GMO?

20 MR. CASH:

21 THE WITNESS: (Shakes head.)

22 Q (By Ms. Mayfield) Would you please make it
23 audible? She can't write a shaking of the head.

24 A No.

25 Q And what is it that you do, are you an

1 electrical service contractor?

2 A Correct.

3 Q So are you familiar with electric service
4 providers in the area?

5 A The electrical service provided in this
6 area is KCP&L.

7 Q Okay. And not GMO?

8 A Correct. Our bill says, "KCP&L."

9 MS. MAYFIELD: Thank you. No further
10 questions.

11 JUDGE JORDAN: Commissioner, anything?

12 QUESTIONS BY COMMISSIONER COLEMAN:

13 Q I'm not sure. Okay. For clarification,
14 please. So you talked a little bit about the work
15 that you do commercially, but at some point you also
16 mentioned meter problems prior to the acquisition of
17 Aquila. So were these problems since the -- the
18 acquiring of Aquila by the company, or prior?

19 A Both.

20 Q Okay. And did you say that these were
21 issues that you were having, or you mentioned
22 another gentleman, I think?

23 A These are for customers that I --

24 Q Do work for?

25 A -- do work for. Correct.

1 Q Okay. Thank you.

2 A Yeah.

3 COMMISSIONER COLEMAN: Thank you for your
4 testimony.

5 JUDGE JORDAN: Yes. Thank you for your
6 testimony.

7 MR. CASH: Thank you.

8 JUDGE JORDAN: I have one more name on the
9 list, and that is Mike Ash, I believe?

10 MR. AST: Ast.

11 JUDGE JORDAN: Ast. A-S-T?

12 MR. AST: A-S-T.

13 JUDGE JORDAN: Thank you very much.

14 (Witness sworn.)

15 JUDGE JORDAN: Thank you. And I think
16 we've got the spelling for the court reporter.
17 Go ahead and tell the Commission what you would
18 like it to know?

19 THE WITNESS: I think a little bit of
20 clarification on what Peery was talking about.
21 With some of the problems back when Aquila and
22 MoPub, you know, serviced our area, these
23 things were taken care of by the utility
24 company at that time, is that correct?

25 MR. CASH: That's correct.

1 THE WITNESS: Whereas now, it's upon the
2 customer. I think that wasn't made clear. My
3 only comment is: Since KCP&L has taken over,
4 every few years we end up, it seems like, with
5 a rate increase. I can't say, you know -- as a
6 consumer, I'm here both as -- for my company
7 and as a residential user, um, you know, we
8 have outages, just like we had before, we don't
9 see, you know, it's hard for us to visually see
10 with anywhere from a 24 to 48 percent
11 increase -- I've got a couple of different
12 figures, some that I've been told, some that
13 I've read on the internet. So I'm not sure
14 since they've taken over our area, but it is
15 somewhere upwards of 24 percent -- we have a
16 lot of people on fixed incomes. Where does it
17 end? Um, when we had our question and answer
18 session earlier, it sounded like some of the
19 energy usage has gone down, the solar energy,
20 solar things going into place, better
21 efficiency equipment. So that's just a
22 concern. We have a lot of people on fixed
23 incomes, so it makes it very difficult in a
24 short period of time to see this kind of
25 increase.

1 JUDGE JORDAN: Thank you. Any questions
2 from the Applicant?

3 MR. STEINER: (Shakes head.)

4 JUDGE JORDAN: Anything from Staff?

5 MS. MERS: No. Thank you for your
6 testimony.

7 JUDGE JORDAN: Office of the Public
8 Counsel?

9 CROSS-EXAMINATION BY MS. MAYFIELD:

10 Q I do have a question.

11 A Yes.

12 Q Sorry. Same question I asked of the other
13 gentleman: Who's your service provider?

14 A KCP&L.

15 Q Have you heard of Greater Missouri
16 Operations?

17 A No. Nothing until it's been brought up
18 here.

19 MS. MAYFIELD: All right. Thank you. No
20 further questions.

21 JUDGE JORDAN: Commissioner?

22 COMMISSIONER COLEMAN: No. Thank you,
23 sir.

24 JUDGE JORDAN: Thank you for your
25 testimony. That's the last name that I have on

1 my list, but since we're all here together this
2 would be a good time for anyone who feels like
3 speaking on this issue to do so, and Commission
4 is glad to hear what you have to say. Anyone?
5 Please step forward. I'll hand you the
6 microphone so everyone can hear you, and I'll
7 begin by administering an oath.

8 (Witness sworn.)

9 JUDGE JORDAN: Thank you. Little
10 introduction?

11 THE WITNESS: My name's Patricia Pike and
12 I'm the state representative for Vernon and
13 Bates County, District 126.

14 JUDGE JORDAN: Thank you. And what would
15 you like the Commission to know about this?

16 MS. PIKE:

17 THE WITNESS: I came as a fact-finding
18 opportunity today to learn about what this
19 would mean for our citizens of this district.
20 I will iterate, as the people before me have
21 said, this is a fixed income area, and it's
22 significant. Just a small amount each month is
23 significant for many of the citizens that live
24 in this area. So I really would ask that the
25 Commission look seriously into any rate

1 increase and make sure it is simply justified.
2 Because these small pieces in areas of utility,
3 and everything else, that our citizens have to
4 deal with on a monthly basis, add up for them.
5 So I would really ask your consideration that
6 this is absolutely needed before we would move
7 forward with any rate increase. Thank you.

8 JUDGE JORDAN: Thank you. Any questions
9 for Representative Pike from Applicant?

10 MR. STEINER: No.

11 JUDGE JORDAN: From Staff?

12 MS. MERS: No. Thank you.

13 JUDGE JORDAN: From the Office of Public
14 Counsel?

15 MS. MAYFIELD: No.

16 JUDGE JORDAN: Commissioner, any questions
17 for our representative?

18 COMMISSIONER COLEMAN: Thank you for
19 testifying.

20 JUDGE JORDAN: Thank you for your
21 testimony. Anyone else before we go off the
22 record?

23 Well, thank you for coming by, thank you
24 for speaking, and also if you didn't speak,
25 thank you for listening. On behalf of the

1 Missouri Public Service Commission, we
2 appreciate your participation in this part of
3 the procedure. Parties have nothing else? We
4 will adjourn this hearing and go off the
5 record. Thank you.

6 (WHEREUPON, the hearing concluded at 12:51
7 p.m.)

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