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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
Public Hearing
April 13, 2016
Joplin, Missouri
Volume II

In the Matter of The Empire) File No.
District Electric Company's) ER-2016-0023
Request For Authority To Implement)
A General Rate Increase For)
Electric Service)

KIM S. BURTON, Presiding,
REGULATORY LAW JUDGE

DANIEL Y. HALL, CHAIRMAN,
SCOTT T. RUPP,
MAIDA J. COLEMAN,
COMMISSIONERS.

(Starting time of the proceedings: 12:07 p.m.)

REPORTED BY: KAREN VEST, Registered Professional
Reporter, Certified Realtime Reporter, and Certified
Court Reporter within and for the State of Missouri

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A P P E A R A N C E S

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1 * * * * *

2 P R O C E E D I N G S

3 IT IS HEREBY STIPULATED AND AGREED that
4 these proceedings may be taken in shorthand by Karen
5 Vest, RPR, CRR, a Registered Professional Reporter,
6 Certified Court Reporter, and Certified Realtime
7 Reporter in the state of Missouri, and afterwards
8 transcribed into typewriting.

9 (Whereupon, proceedings began at
10 12:07 p.m. on Wednesday,
11 April 13, 2016, with appearances
12 as noted.)

13 JUDGE BURTON: Let's go ahead and go on
14 the record in File Number ER-2016-0023 in the matter
15 of the Empire District Electric Company's request
16 for authority to implement a general rate increase
17 for electric service.

18 Good afternoon, everyone. My name is
19 Kim Burton, and I'm a regulatory law judge with the
20 Missouri Public Service Commission.

21 At this time I'm going to go ahead and
22 have the parties enter their appearance and we'll
23 explain a little more about the local public
24 hearing. At this time the Empire District Electric
25 Company?

1 MS. CARTER: Diana Carter with Brydon
2 Swearengen & England, 312 East Capital Avenue,
3 Jefferson City, Missouri, for the Empire District
4 Electric Company.

5 JUDGE BURTON: Thank you. On behalf
6 of the staff of the Missouri Public Service
7 Commission?

8 MR. WESTEN: For staff of the Missouri
9 Public Service Commission, Jacob Westen, PO Box 360,
10 Jefferson City, Missouri, 65102.

11 JUDGE BURTON: On behalf of the Office
12 of the Public Counsel?

13 MS. MAYFIELD: Cydney Mayfield on
14 behalf of the Office of Public Counsel, and I have
15 provided my information to the court reporter ahead
16 of time.

17 JUDGE BURTON: Thank you. And are
18 there other party representatives present?

19 Seeing no show of hands, I'll go ahead
20 and just explain a little bit about what we are
21 going to be doing here today.

22 We are -- I'm a regulatory law judge,
23 and we have a commission with five commissioners.
24 And before us today we also have two of those
25 commissioners. We have Chairman Hall and

1 Commissioner Rupp.

2 And at this point I'm going to allow
3 them to say a few words if they like.

4 CHAIRMAN HALL: Okay. Very briefly.
5 First of all, I apologize for my voice. I think I'm
6 coming down with a cold, so I will try to make this
7 brief.

8 Thank you for being here. These local
9 public hearings are an integral part of the rate
10 case process. It gives us an opportunity to hear
11 directly from ratepayers about concerns, issues,
12 questions, et cetera.

13 You I assume are aware or will be made
14 aware shortly that everything that you say here will
15 be transcribed for the entire commission and for use
16 by counsel for all parties at the rate case.

17 Even though there's only two
18 commissioners here, all five of us will have access
19 to the transcript.

20 I look forward to hearing your
21 comments. Thank you for being here.

22 COMMISSIONER RUPP: Just welcome.
23 Thank you for being here and look forward to hearing
24 what you have to say.

25 JUDGE BURTON: As Chairman Hall has

1 stated, everything you state will be transcribed by
2 this lovely lady over here, who is the court
3 reporter.

4 I have the list of the individuals who
5 have identified that they would like to testify
6 today. And what's going to happen is I'm going to
7 call your name and ask you to come forward. I will
8 swear you in and ask you a couple of brief questions
9 and allow you to provide your testimony for the
10 record.

11 At that point I would ask that you
12 please remain up by the microphone in case either I
13 or one of the commissioners has a question for you
14 or if any of the attorneys for the parties have any
15 questions for you about your statements. At that
16 point you can go back.

17 Now I know that we have listed three
18 individuals who would like to testify. If there are
19 any individuals that might like to add something
20 based on some comments that you hear, I will provide
21 that opportunity at the end of the testimony of
22 those who have already listed their names.

23 And also just so you know,
24 representatives for the staff, the Office of Public
25 Counsel, and for the company will be present and

1 available after the hearing concludes to answer any
2 questions.

3 Unfortunately, neither the
4 commissioners or myself can actually answer any of
5 the questions that you might pose to us. We're
6 simply here to hear your testimony and hear what
7 your concerns are.

8 So at this point I would ask Tammy
9 Walker, if you're here, please come on down. Okay.
10 Would you please raise your right hand.

11 (A witness is called to the stand
12 and is placed under oath by Judge
13 Burton.)

14 JUDGE BURTON: And would you state and
15 spell your name for the record?

16 THE WITNESS: Tammy Walker, T-A-M-M-Y,
17 W-A-L-K-E-R.

18 JUDGE BURTON: Thank you.

19 * * * * *

20 TAMMY WALKER,
21 of lawful age, having been called as a witness and
22 being first duly sworn, was examined and testified
23 as follows:

24 I work for Economic Security
25 Corporation of Southwest Area, and we are your local

1 community action agency serving Jasper, Barton,
2 Newton, and McDonald counties.

3 Our agency has a good working
4 relationship with Empire District Electric, and we
5 partner with them to provide weatherization services
6 to low income families.

7 Our agency receives funds from LIHEAP,
8 Low Income Home Energy Assistance Program, which is
9 a block grant program.

10 With these funds we operate the energy
11 assistance program and the energy crisis
12 intervention program, which are the largest programs
13 in our four-county service area.

14 Energy assistance helps low income
15 customers who qualify with a one-time payment
16 towards their primary heat source during the winter
17 months.

18 Our agency has assisted to date 4,496
19 households. That's over a six-month period. The
20 average household size is 2.32, and 60 percent of
21 those households are either elderly and/or
22 disabled.

23 61 percent of the households that we've
24 served in whole out of the 4,496 are under 75
25 percent of the poverty guideline. To give you an

1 example of how much money this is, a two-person
2 household would make \$983 or less per month.

3 Energy crisis intervention program is
4 our other component. We receive funds for winter
5 and summer assistance. The program assists
6 households in a verifiable energy crisis, and the
7 state determines that.

8 It's either that you are terminated
9 service, a disconnect notice, less than 20 percent
10 on your propane, a cash on delivery customer, or
11 you're a prepaid electric customer and you're almost
12 out.

13 To date we've served 2,026 households
14 with energy crisis, and 86 percent of those
15 households that we've served this year are Empire
16 District Electric customers.

17 Here are a few examples of some of our
18 customers. Mary and Bob are in their late 70s.
19 They both receive social security totaling just over
20 \$1,600 per month. They own their home. They get no
21 assistance with food stamps, and their home is not
22 weatherized.

23 Jane is a 49-year-old who is disabled,
24 and she rents. She receives only \$733 in SSI and
25 little a little bit of assistance with food stamps.

1 Beth is a 29-year-old single mother of
2 two children under the age of 5. She receives \$292
3 per month in temporary assistance through TANF and
4 also receives some food stamps. She's looking for
5 employment. She's a renter and living in an
6 apartment that needs weatherization.

7 Bill and Bonnie are in their mid 40s.
8 They have three teenagers. They're renters. Bill
9 is employed full-time. Their income is just a
10 little over \$1,400 per month. Bonnie is not
11 employed and struggles with serious health issues.
12 They receive some food stamps but often struggle
13 with food insecurity.

14 Our agency would support a tariff
15 increase that would allow for low income customers
16 to receive weatherization services, thus making
17 their homes more energy efficient.

18 The cost of base needs is a huge
19 challenge for our customers who struggle each month
20 to make ends meet. Any rate increase for the
21 economically disadvantaged and the most vulnerable
22 populations, which are elderly and disabled
23 households, would be too much.

24 JUDGE BURTON: Thank you, Ms. Walker.
25 Any questions from the commissioners?

1 CHAIRMAN HALL: No questions. Thank
2 you.

3 COMMISSIONER RUPP: Just -- just to
4 clarify. You say your agency would support a rate
5 increase if it included support for low income
6 programs?

7 THE WITNESS: Yeah.

8 COMMISSIONER RUPP: Okay.

9 THE WITNESS: Currently I think there
10 is a tariff and we get some funding from Empire for
11 weatherization services. We carry a waiting list
12 for that program.

13 COMMISSIONER RUPP: All right. Thank
14 you.

15 JUDGE BURTON: Ms. Carter?

16 MS. CARTER: No questions. Thank you.

17 MR. WESTEN: No questions.

18 JUDGE BURTON: All right. Thank you
19 very much.

20 Next the commission will hear from
21 Mr. Bourne.

22 Seeing no one appear, next the
23 commission will hear from Gary Powers.

24 And it does not appear that Mr. Powers
25 is present.

1 That concludes the list of individuals
2 who previously identified that they would like to
3 testify. Are there any other individuals here who
4 would like to offer their comments for the
5 commission to consider?

6 Okay. Well, seeing none, I would like
7 to thank everyone for appearing here today. The
8 commission will also be having another local public
9 hearing at this same location this evening. The
10 question-and-answer session will begin at 5, with
11 testimony beginning at 6.

12 The actual evidentiary hearing on this
13 matter will be -- is actually scheduled for May 31st
14 through June 10th. And that's going to be held in
15 the commission's office in Jefferson City, Missouri.

16 If any individual would like to watch,
17 you can also go to the commission's website, where
18 it will be streaming live if you would like to have
19 access.

20 Or if you would like to provide your
21 comments online, you can go to the commission's
22 website and provide public comments there. That
23 will also be available for review by the
24 commissioners.

25 I thank everyone for their time, and I

1 hope you have a very pleasant afternoon. And that
2 concludes our local public hearing. We'll go off
3 the record.

4 (Whereupon, the proceedings were
5 concluded at 12:17 p.m. on
6 Wednesday, April 13, 2016.)

7 (No exhibits were marked during
8 the course of these proceedings.)

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15	No exhibits were marked during the course of these proceedings.	
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CERTIFICATE OF REPORTER

I, Karen Vest, Registered Professional Reporter, Certified Realtime Reporter, and Certified Court Reporter within and for the State of Missouri, do hereby certify that I was personally present at the taking of the proceedings as set forth in the caption sheet hereof; that I then and there took down in stenotype the proceedings had at said time; and that the foregoing is a full, true, and accurate transcription of such stenotype notes so made at such time and place, all to the best of my skill and ability.

Karen Vest, RPR, CRR,
Missouri CCR No. 846

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