

**Missouri Public Service Commission**  
**KMB Utility Corporation Public Comments Report**  
**QS-2005-0005 and QW-2005-0006**

Date : 10/24/2005

Public Comment ID.	Utility Type	Company Name	First Name	Last Name	City	State	Public Comments	Office Receiving Comment	Staff person	Resolution
P200500232	Water	KMB Utility Corporation-(Water)	Sarah	Adams	Cedar Hill	MO	(Pam) Feels rate are high enough for water that smells and tastes bad. Has to buy bottled water to drink. Please do not allow the rate increase. This is a very poo company.	PSC	SGL	Water is tested and meets DNR regulations, no odors or tastes issues noticed at time of inspection
P200500288	Water	KMB Utility Corporation-(Water)	Dorothy	Bennett	House Springs	MO	Opposed to rate increase. 94% is too much. Can see a little increase, but not 94%. Water has chlorine taste. Mr. & Mrs. Bennett are retired.	PSC	SGL	Chlorine residuals are within DNR limits, the issue is being monitored and adjustments will be made if needed
P200500242	Water	KMB Utility Corporation-(Water)	Mr	Bigelow	Houseboat Springs	MO	To big of an increase for poor service. Fixed line in street in front of house and took 3 to 4 weeks to complete. Patch job on the road is poor.	PSC	SGL	Will investigate and suggest the Co. fix problem if needed, complaint is not in our jurisdiction, civil issue
P200500252	Water	KMB Utility Corporation-(Water)	Darrell	Bub	Pacific	MO	Opposed to rate increase. Poor service. This increase is to much.	PSC	SLR	Letter sent 9/22/2005.
P200500244	Water	KMB Utility Corporation-(Water)	Mark	Brumley	Pacific	MO	Co requests a rate increase every other year. Half the people in his subdivision meters do not work & only pay \$15 a month. If co would get these meters working, companies income would improve and would not need rate increase	Both	SGL	Company has purchased new billing program and a meter replacement program with a replaced meter surcharge will be implemented.
P200500248	Water	KMB Utility Corporation-(Water)	Brian	Canada	Cedar Hill	MO	(JMR) Quality of water poor and low pressure. Possible meter reading problems as reported water usage is erratic.	PSC	SGL	Water pressure meets DNR regulations, Company has purchased new billing program and will implement a meter replacement program.
P200500250	Water	KMB Utility Corporation-(Water)	John	Caola	Scotsdale	MO	(JMR) Not happy with size of increase-feels it is to big. Also says the well has an automatic dial in to let the company know when there is a problem and it is not working. May be contacted on cell phone 314 954-4730.	Both	SGL	Auto dialer is not mandatory. Will address further during annual inspections.

P200500241	Water	KMB Utility Corporation-(Water)	Elise	Clayton	Subdivision	MO	(JMR) Not happy with the amount of rate increase. They have a meter but it is not read. They have been paying a flat amount of approx. \$26.24 per month for last 2 years. Their neighbors have larger families and have been paying about \$10 per month	PSC	SGL	Company has purchased new billing program and a meter replacement program with a replaced meter surcharge will be implemented.
P200500388	Water	KMB Utility Corporation-(Water)	Alice	Comia	House Springs	MO	Co asking for 94% increase is too much & having to pay \$80 a month is too high. Once a month too much chlorine is dumped into the system causing the water to be undrinkable and ruining clothing. Having to buy drinking water for added expense.	PSC	SLR	Letter sent 6/21/05 (SL) chlorine residuals are within DNR limits, the issue is being monitored and adjustments will be made if needed
P200500397	Sewer	KMB Utility Corporation-(Sewer)	Steve	Ellis	Pacific	MO	(Pam) Opposes 166% proposed rate increase. Can see a more reasonable increase of 4-5%.	PSC	SLR	Letter sent 6/14/05
P200500246	Water	KMB Utility Corporation-(Water)	Lynn	Fisher	House Springs	MO	Proposed rate increase,94% to \$74.25 a month is too high. Co is not providing any special services and water quality is poor.	PSC	SGL	Water quality meets DNR regulations
P200500306	Sewer	KMB Utility Corporation-(Sewer)	Lewis	Golden	Cape Girardeau	MO	Opposed to rate increase of 26%. This is too much.	PSC	SLR	Letter sent 6/15/05
P200600012	Sewer	KMB Utility Corporation-(Sewer)	Paul	Guard	Cape Girardeau	MO	(Pam) Opposes rate increase. KMB has had several increases but has done nothing with the extra money. There are approximately 300 homes. Pays \$65 for trash, water and sewer service every month.	PSC	SLR	Letter sent 7/13/05.
P200600014	Sewer	KMB Utility Corporation-(Sewer)	Paul	Guard	Cape Girardeau	MO	Rate increase to high, increases are to frequent. Asked the amount of increase but no longer has the notice, I sent a copy to him. Discussed rate case procedure.--jm cell ph. 450-5015	PSC	JM	Letter sent 7/12/05.
P200500233	Water	KMB Utility Corporation-(Water)	Leon	Harris	Cedar Hill	MO	(Pam) Opposes rate increase. How can the company justify asking for a rate increase when the water quality is so poor. Customers should have received some improvements from the last increase the Commission granted - but that didn't happen.	Both	SLR/SGL	Letter sent 6/14/05 (SL) water is tested and meets DNR regulations, lots of improvements done to the system (meters installed, water tower painted)

P200500240	Water	KMB Utility Corporation-(Water)	Donna	Hejnal	Cedar Hill	MO	Opposed to proposed rate increase for Cedar Hill Estates system - it is outrageous. Also noted problems regarding clean-up work not being after company installed meters. Customer letter attached. (comments entered by Dale.J)	PSC	SGL	Working with Co. and will follow up on restoration of ground after work performed
12500510547	Sewer	KMB Utility Corporation-(Sewer)	Gary	Holter	Cape Girardeau	MO	(Pam) Company gets everything they ask for. Opposes increase. Unable to enjoy outside because of odor. Only cleans area for annual inspection. Public hearings are unbeneficial. Commissioners and reps laugh at public concerns.	PSC	SGL	Lagoon odors are being addressed, improvements have been/are being done to lagoon; fence, berms vegetation control
P200500230	Water	KMB Utility Corporation-(Water)	Tammy	Mobley	Not Provided	MO	(Pam) Not happy Co. is getting a 66% increase when it just got 300%. Service is still poor, overcharged on bills and poor well water. KMB should not be allowed another rate increase until problems are taken care of.	PSC	SGL	Company has purchased new billing system and will be implementing a meter replacement program, could not reach for other service problems, no phone and not home
P200500275	Water	KMB Utility Corporation-(Water)	Glenn	Pesta	Pacific	MO	(JMR) Size of increase is outrageous. Received a large bill after 4 or 5 estimator bills. Company was unable to read meter during those months. Reason unknown.	PSC	SGL	Company has purchased new billing system, remote wire for the meter is being cut by customer.
P200500247		KMB Utility Corporation-(Water)	Karen	Pickman	Pacific	MO	(JMR) Opposed to increase-would make their bill \$65 per month. Meters are not always read and the service is poor and nothing has been done to improve the	PSC	SGL	Company has purchased new billing program and a meter replacement program with a replaced meter surcharge will be
P200500253	Sewer	KMB Utility Corporation-(Sewer)	Vernon	Roth	Cape Girardeau	MO	Not happy with rate increase. Company does not force people to pay bills. Knows of several people who do not pay for service and the Company has done nothing to enforce payment.	PSC	SLR/SGL	Letter sent 6/14/05 (SL) Co. records show very few delinquent accounts
P200500276	Sewer	KMB Utility Corporation-(Sewer)	Rick	Roth	Cape Girardeau	MO	(JMR) Rate increase is excessive. The lagoon is over grown and when the wind blows right has an odor problem.	PSC	SGL	Lagoon odors are being addressed, improvements have been/are being done to lagoon; fence, berms vegetation control
P200500369	Water	KMB Utility Corporation-(Water)	Richard	Rozycki	Cedar Hill	MO	(Pam) Opposes proposed rate increase. Tries to call Co. and no one is ever in the office. Please do not approve this increase. This is a terrible company.	PSC	SLR	Letter sent 6/21/05

P200500274	Water	KMB Utility Corporation-(Water)	Steve	Rufer	Pacific	MO	(JMR) Questions the size of the increase. In the summer the water pressure is real low during peak demand. Says the water comes from a lake and the Company can't pump into the lake fast enough. Lakewood Hills Subdivision.	PSC	SGL	New cotrols and bigger well pumps have been installed in wells, should have fixed problem, will follow up with Mr. Rufer
P200500375	Water	KMB Utility Corporation-(Water)	Alice	Schepherd	Cedar Hill	MO	(Marilyn) Has a problem with the proposed rate increase. Water pressure at 20%. Had mobile home checked and advised that it is definetely water company's problem. No help from KMB.	PSC	SGL	Put gauges and recorder on her home, water pressre is adequate and well above DNR regualtions, plumbing issue in customers home
P200500231	Water	KMB Utility Corporation-(Water)	Janet	Seals	Cedar Hill	MO	(Pam) This is a very bad company. Bill is \$8-10 higher than before. Meter has never been read. Fire hydrant doesn't work. Most of the time no one answers the phone but when they do - they are rude. Please do not allow the rate increase.	PSC	SLR/SGL	Letter sent 6/21/05 (SL) Company has purchased new billing program I will follow up personally on this one
P200500380	Water	KMB Utility Corporation-(Water)	Robert	Seals	Cedar Hill	MO	(Pam) Opposes rate increase. Poor service. Filed complaint regarding billing issues.	PSC	SLR/SGL	Letter sent 6/21/05 (SL) Company has purchased new billing program I will follow up personally on this one
P200500236	Sewer	KMB Utility Corporation-(Sewer)	David	Walls	Pacific	MO	KMB is requesting a rate hike of 166.39%. A monthly rate increase from \$24.62 a month to \$65.59 a month. This is insane! We can not afford this. Please do not allow this to happen.	PSC	SLR	Letter sent 6/14/05
P200500237	Water	KMB Utility Corporation-(Water)	David	Walls	Pacific	MO	KMB is requesting a rate hike of 166.39%. A monthly rate increase from \$24.62 a month to \$65.59 a month. This is insane! We can not afford this. Please do not allow this to happen.	PSC	SLR	Letter sent 6/14/05
P200500341	Water	KMB Utility Corporation-(Water)	Dave	Webber	Cedar Hill	MO	Opposed to 66% rate increase. Water pressure is weak. Called co. & was told 25 lb. pressure is all thats required. No body gets a 66% increase. 3-4-5% is more than enough. If neighbor takes shower not enough pressure for Mr. Webber to take a shower.	PSC	SGL	Water pressure meets DNR regulations, 20 lbs is actually the minum, Mr. Webber has over 30 lbs.

P200500235	Water	KMB Utility Corporation-(Water)	Harold	West	Cedar Hill	MO	(Pam) Opposes rate increase. Can't drink water and it stinks. Buys water and ice every couple of days. Meters aren't read and bills are high. Doesn't feel company should be allowed increase until they can prove they can provide good water service.	PSC		(SL) water is tested and meets DNR regulations, no odors or tastes issues noticed at time of inspection, the Company has purchased a new billing system.
P200500390	Water	KMB Utility Corporation-(Water)	Tara	Willard	House Springs	MO	The water here is so bad that her children have been required to take flouride suppliments since there is hardly any in it The water has a really bad odor and tastes terrible-it is not worth the cost they are currently paying. Does not like water.	PSC	SLR	Letter sent 6/27/05
P200500390	Water	KMB Utility Corporation-(Water)	Deborah	Woods	Cedar Hill	MO	Rate increase will double the water rates. Opposed to rate increase. City only charges 30.00 every 2-3 months.	PSC	SLR	Letter sent 9/22/2005.
E-mail	Sewer	KMB Utility Corporation-(Sewer)	Marcy	Abernathy	Cape Girardeau	MO	See attached	PSC	SLR/SGL	Letter sent 6/21/05 (SL) lagoon odors are being addressed
Telephone	Water	KMB Utility Corporation-(Water)	Richard	Bazzell	Cedar Hill	MO	(SL) questions about fire hydrants, do they provide adequat fire protection	OPC	SGL	System mains and storage are not big enough for "fire flow" hydrants can be used for flusing system and filling trucks but not pumping out of.
Telephone	Water	KMB Utility Corporation-(Water)	Mark	Branson	Warren Woods	MO	too much chlorine at times, burns eyes	OPC	SGL	Chlorine residuals are within DNR limits, the issue is being monitored and adjustments will be made if needed.
E-mail	Water	KMB Utility Corporation-(Water)	Harold	Buecker	Catawissa	MO	See attached	PSC	SLR/SGL	Letter sent 6/21/05 (SL) pressure meets DNR regualtions
Fax	Water	KMB Utility Corporation-(Water)	Carolyn	Bunch			See attached	PSC		No address or any other contact information.
E-mail	Water	KMB Utility Corporation-(Water)	Stacey	Cannon			See attached	Both	SGL	Company has purchased new billing program and a meter replacement program with a replaced meter surcharge will be implemented.
Letter	Water	KMB Utility Corporation-(Water)	David	Ekin	Pacific	MO	See attached	Both	SLR	Letter sent 6/21/05
E-mail	Water	KMB Utility Corporation-(Water)	Angela	Gilley	House Springs	MO	See attached	OPC	SGL	Staff will adress complaints during annual inspections.

Letter	Water	KMB Utility Corporation-(Water)	Rachel	Gliedt	Catawissa	MO	See attached	PSC	SGL	Company has purchased new billing program and a meter replacement program with a replaced meter surcharge will be implemented.
Letter	Sewer	KMB Utility Corporation-(Sewer)	Craig	Goodson	Cape Girardeau	MO	See attached	OPC	SLR	Letter sent 6/14/05
Letter	Water	KMB Utility Corporation-(Water)	Donald and Barbara	Huhn	Pacific	MO	See attached	PSC	SLR/SGL	Letter sent 6/15/05 (SL) Company will be implementing a meter replacement program.
Telephone	Water	KMB Utility Corporation-(Water)	Arlene	Kappelmann	Cedar Hill	MO	(SL) water stinks, Co. does not read meters, water needs to be tested	OPC	SGL	Water is tested and meets DNR regulations, Company has purchased a new billing system.
E-mail	Water	KMB Utility Corporation-(Water)	Ray	Keefe	Pacific	MO	See attached	Both	SLR	Letter sent 6/14/05
Letter	Water	KMB Utility Corporation-(Water)	Patricia	Kennedy	House Springs	MO	See attached	Both	SLR	Letter sent 6/14/05
E-mail	Water	KMB Utility Corporation-(Water)	Abby Jo	Kern			See attached	OPC	JMR	E-mail sent 9/22/2005.
Letter	Water	KMB Utility Corporation-(Water)	George and Claire	Kirk	Pacific	MO	See attached	PSC	SGL	Will address this pressure problem in the disposition agreement
Letter	Water	KMB Utility Corporation-(Water)	James	Kross	House Springs	MO	See attached	Both	SLR	Letter sent 6/14/05
E-mail	Sewer	KMB Utility Corporation-(Sewer)	Larry & Ellen	LaVen			See attached	PSC	JMR	E-mail sent 9/22/2005.
Telephone	Water	KMB Utility Corporation-(Water)	Dick	Lutz	Cedar Hill	MO	(SL) billing, pressure problems	OPC	SGL	Billing problems was fixed, water pressure meets DNR regulations
Letter	Water	KMB Utility Corporation-(Water)	Mary	McGuire	House Springs	MO	See attached	OPC	SGL	I didn't notice any taste or odor problems at the time of my investigation, chlorine issue will be monitored and adjusted if needed; leak issue was the neighbors leak, he had no complaints.
E-mail	Water	KMB Utility Corporation-(Water)	Robin	McKee	Pacific	MO	See attached	PSC	JMR	E-mail sent 9/22/2005.

E-mail	Water	KMB Utility Corporation-(Water)	Sally	Palmer	House Springs	MO	See attached	Both	JMR	E-mail sent 9/22/2005.
Letter	Water	KMB Utility Corporation-(Water)	Sylvia	Placher	Pacific	MO	See attached	PSC	SLR	Letter sent 6/15/05
Letter	Sewer	KMB Utility Corporation-(Sewer)	Verl and Caisa	Pope	Cape Girardeau	MO	See attached	OPC	SLR	Letter sent 6/14/05
Letter	Water	KMB Utility Corporation-(Water)	George & Ann	Radeackar	Cedar Hill	MO	See attached	PSC	SLR	Letter sent 6/21/05
Letter	Water	KMB Utility Corporation-(Water)	Billy G.	Ridgely	Pacific	MO	See attached	Both	SLR	Letter sent 6/21/05
Telephone	Water	KMB Utility Corporation-(Water)	Morris	Roberts	Warren Woods	MO	too much chlorine	OPC	SGL	Chlorine residuals are within DNR limits, the issue is being monitored and adjustments will be made if needed.
E-mail	Water	KMB Utility Corporation-(Water)	Dorothy and Ryan Terry		Pacific	MO	See attached	Both	SLR	Letter sent 6/14/05
Letter	Water	KMB Utility Corporation-(Water)	Jeff & Kelly	Schilling	Pacific	MO	See attached	Both	SLR	Each household signing the petition was mailed the generic letter on 6/21/05.
Letter	Sewer	KMB Utility Corporation-(Sewer)	Ken	Shackles	Cape Girardeau	MO	See attached	PSC	SGL	Sewer main with problems has been replaced.
	Water	KMB Utility Corporation-(Water)					See attached	Both	SGL	Company has purchased new billing program and a meter replacement program with a replaced meter surcharge will be implemented.
Letter			Christopher & Crystal	Smith	Pacific	MO				
E-mail	Water	KMB Utility Corporation-(Water)	Fred	Stout	Pacific	MO		PSC	JMR	E-mail sent 9/22/2005.
E-mail	Water	KMB Utility Corporation-(Water)	Natasha	Sullivan	House Springs	MO	See attached	OPC	JMR	E-mail sent 9/22/2005.
Letter	Water	KMB Utility Corporation-(Water)	Shirley	Tenny	Cedar Hill	MO	See attached	Both	SLR/SGL	Letter sent 6/14/05 water is tested and meets DNR regulations, pressure meets DNR regulations
E-mail	Sewer	KMB Utility Corporation-(Sewer)	Marilyn	Trokey			See attached	Both	JMR	E-mail sent 9/22/2005.

Letter	Sewer	KMB Utility Corporation-(Sewer)	Susan	Walker			See attached	OPC	SGL	Company has purchased new billing program and a meter replacement program with a replaced meter surcharge will be implemented.
Letter	Water	KMB Utility Corporation-(Water)	Deanna	Warner	Pacific	MO	See attached	Both	SLR	Letter sent 7/7/05
Letter	Water	KMB Utility Corporation-(Water)	Deanna	Weaver	Pacific	MO	See attached	PSC	SLR	Letter sent 7/7/05
Letter	Water	KMB Utility Corporation-(Water)	Tom	Williams	Cedar Hill	MO	See attached	Both	SGL	Water pressure meets DNR regulations, Co is not regulated on hardness

**Russo, Jim**

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**From:** abernathy [kwilthappy@peoplepc.com]  
**Sent:** Saturday, June 18, 2005 12:48 PM  
**To:** ISD - PSC  
**Cc:** mopco@ded.mo.gov  
**Subject:** sewer at Cape Rock Village

This letter is in regard to QS-2005-0005 & QS-2005-0006.

Hello,

I have lived in the Cape Rock Village Subdivision for about the last 12 years. The last rate increase, I was responsible for neighborhood petitions. I walked throughout our neighborhood and no one refused signing the petition against a rate increase. It didn't do any good then and I doubt it will this time, so I am writing to you for help. As a business owner in this town, I am not necessarily against a rate increase because I understand the cost of operating a business and it's annual increases. What I am against is, when a company raises rates and haven't done anything to rectify the existing problems. To put it bluntly, our neighborhood stinks. I have watched my neighbors try to clean this subdivision up, people are very good about updating their homes, reroofing, adding siding, landscaping, etc, but it is very bad when you have to smell the sewer and can't even sit out in your yard in the evenings. It is very discouraging to put so much money on your home and not even be able to enjoy it. We put a swimming pool inground about 3 years ago, and many evenings we can't even swim in it because of the sewer smell. I don't know anything about the process, but I do know that I object to paying rate increases for something that isn't being delivered--the upkeep of the septic system around here. Surely there has to be some kind of state regulations to be met, maybe they pass them. but I can tell you, if you come here evening after evening and sit for very long, you will leave offended and sickened by the smell. It is not fair for people to work hard and pay bills and have to put up with that, nor for our children to be subjected to that.

Sincerely,

Marcy Abernathy  
2609 Singing Hills Dr.  
Cape Girardeau, MO 63701  
573-651-3619  
Hair Studio 227  
573-335-7054

 Add FUN to your email - [CLICK HERE!](#)

**Russo, Jim**

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**From:** Harold Bueker [poptop@usmo.com]  
**Sent:** Sunday, June 19, 2005 6:07 PM  
**To:** ISD - PSC; mopco@ded.mo.gov  
**Subject:** rate increase

***To Whom it may concern:***

***KMB Utility Corporation has requested an increase in it's current water rates. I don't think a company that cannot supply enough water pressure to get my lawn sprinkler to move should have a rate increase. We are never notified when they turn the water off to hook up a new home. They need to take care of some of the problems they have now. If they have a water break it takes several hours and sometimes longer to fix. As you can see I am very against the 82.73% increase. If anything they can increase my water pressure. If you have any concerns about this email please give me a call after 4:00 p.m. on my home phone at 636-271-8214.***

***Sincerely,***

***Harold Bueker  
950 Meadow Drive  
Catawissa, Mo 63015***

June 2005

Public Service Commission  
 Attn: Water/Sewer Dept.  
 P.O. Box 360  
 Jefferson City MO 65102

Re: QS-2005-0005 or QW-2005-0006

I am writing regarding the request for a rate increase for KMB Utility Corporation.

It is my understanding that the company is seeking an increase in its customer rates intended to generate an increase in its aggregate annual water operating revenues of \$9,253 (approximately 36.65%).

Although KMB Utility Corporation believes this increase in its operating revenue is necessary due to increases in operation and maintenance expenses and to provide an adequate rate of return, I am questioning the necessity. The following table represents information gathered from an impartial source. This information reflects the average monthly costs for metered residences for small utility companies within Missouri.

Missouri Municipality	Number of customers served	Water cost for 6,000 gallons	Self Supporting by fees?
Humansville	526	\$11.95	yes
Alton	452	\$6.65	yes
Alma	250	\$34.11	yes
Ash Grove	660	\$7.00	yes
Bellflower	229	\$21.30	yes
Appleton City	620	\$25.90	yes
Archie	411	\$34.50	yes
<b>Averages</b>	<b>449.71</b>	<b>\$20.20</b>	<b>Yes</b>

Source: Missouri Municipal League Water Rates and Policies report

According to the chart, for a company with 449 customers, the average charge is \$20.20 for 6,000 gallons and still is self-supporting. The customers of KMB utilities are currently paying 26% more than this average. With a 36% rate increase we will be paying 46% more than average. It would seem that KMB should be self supporting at it's current rate.

My understanding is that the PSC will be conducting an independent audit of the company's books and records and an investigation of the company's business and system operations. I am requesting that the audit team keep in mind and compare the information found within KMB's records with the information from similar sized companies.

Your time and consideration to this matter is greatly appreciated.

Sincerely,

*Carolyn Bunch*

Harrison, Kathy

From: Stacey Cannon [avengerc@yahoo.com]  
Sent: Friday, May 27, 2005 1:40 PM  
To: pscisd@psc.mo.gov; mopco@ded.mo.gov  
Subject: water rate increase proposal

To whom this may concern:

I am a resident who lives in the area which utilizes the services of KMB UTILITY COPORATION. It is my understanding that they have requested an increase in customer rates.

I am concerned with this because I do not think that what they've shown in the past few years of service warrants the increase in the rates and especially not at 36.65% which they are asking.

Being in the High Ridge Manor subdivision we cannot choose who we want our water to go through so if the rate becomes outrageous (which is what I think of this rate increase) we cannot find a competitor and switch our water services.

Recently they sent me a water bill for \$500.00. This was of course a mistake in the data processing of my bill, however the numbers they have and the numbers that are on my meter are not even close to matching up so I am not sure that they are practicing correct procedures as it is and I think that this increase will not fix their problems or make our water services better.

Please, review this matter seriously before making a decision to grant them this increase.

Thank You,  
Stacey Cannon

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<http://smallbusiness.yahoo.com/resources/>

**FILE COPY**

**Harrison, Kathy**

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**From:** Wakebo5324@aol.com  
**Sent:** Tuesday, May 31, 2005 7:05 PM  
**To:** mopco@ded.mo.gov  
**Subject:** rate increase request byKMB Utility

dear OPC ,  
when I saw the request for rate increase from KMB ref. # QS-2005-2005 or QW-2005-2006 I had to lodge a protest. This increase is unfair and not warranted . I will not tolerate such an increase. They will loose customers and money.

I am John Caola  
6994 Bonanza Dr.  
Scotsdale Mo. 63051  
Ph. 314-671-0962

6/1/2005

June 7, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

RECEIVED

JUN 15 2005

UTILITY OPERATIONS  
DIVISION

Re: KMB Utility Corporation Rate Increase Request, Lakewood Hills

Dear Friends:

As a resident of Lakewood Hills, in Jefferson County, we have been notified that KMB Utility has requested a **166.39%** increase in the rate we currently are charged. I am writing my concern about the amount of such increase.

Although there may be a need for some level of increase I must raise serious questions about the size of this request. If indeed there is such a need for a drastic increase, does this in itself speak to the management and lack of planning by this utility company for our future? I would be very interested in learning of any such request and approval within this industry or others that matches a **166.39% increase at one time?**

Thank you for your consideration,

David Ekin  
26 Dogwood Trail East  
Pacific, MO 63069  
636-257-6293



June 7, 2005

**FILE COPY**

Office of Public Counsel  
Attn: John Coffman  
P.O. Box 2230  
Jefferson City, MO 65102

**R E C E I V E D**

JUN 21 2005

Re: KMB Utility Corporation Rate Increase Request, Lakewood Hills

Dear Mr. Coffman:

UTILITY OPERATIONS  
DIVISION

As a resident of Lakewood Hills, in Jefferson County, we have been notified that KMB Utility has requested a **166.39%** increase in the rate we currently are charged. I am writing my concern about the amount of such increase.

Although there may be a need for some level of increase I must raise serious questions about the size of this request. If indeed there is such a need for a drastic increase, does this in itself speak to the management and lack of planning by this utility company for our future? I would be very interested in learning of any such request and approval within this industry or others that matches a **166.39% increase at one time?**

Thank you for your consideration,

David Ekin  
26 Dogwood Trail East  
Pacific, MO 63069  
636-257-6293



JUN 17 2005

FILE COPY

**Harrison, Kathy**

**From:** Bernie Angel Gilley [loghomeliver99@yahoo.com]  
**Sent:** Wednesday, May 25, 2005 12:19 PM  
**To:** mopco@ded.mo.gov  
**Subject:** Atten: John Coffman -Water rate increase

Hi - I am a customer of KMB Utility Corp. in High Ridge Manor in House Springs, MO. I know this means nothing to you and from past experience you totally ignore anything the customers have to say but I'm going to waste a few minutes to give my opinion. I don't think that KMB Utility Corp. deserves a rate increase! First you should get a lot better service if you ask for more money, which in the past 10 years I have yet to see!!! I was a customer before when Dan Dowd owned it, I was at the meeting where he stood up and said he wanted a rate increase because he wanted a new truck and you gave it to him. I have seen you give them a rate increase for the lousiest service ever. When you call you NEVER get a person to answer you have to leave a message which very rarely do you get a phone call back. If you do get a call back it is someone very hateful and rude. I have been hung up on and yelled at too many times for trying to find out why we are out of water. They turn off the water and never give any notice or warning. I don't think that is very customer friendly. Anyway, they have received many rate increases and I see no improvements or better service. We have horrible water pressure and we get letters 2 or so months after the water has been tested saying something was wrong with it. I know to you all this is fine, I've called before. I would like to see more communication between the water company and the customers instead of just getting a bill every month and them expecting a payment. I think the water is high enough as it is. There are 6 of us in this family and my water bill averages \$40.00 a month that is plenty for the service we get- really it's too much.  
Angela Gilley

Thanks,

5/25/2005

ABC = Always Be Christlike

<>< <>< <>< <>< <><

The Gilley's  
Bernie Angela Kiley Janney Bekka Danika

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Do You Yahoo!?  
Tired of spam? Yahoo! Mail has the best spam protection around  
<http://mail.yahoo.com>

Thanks,  
ABC = Always Be Christlike

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The Gilley's  
Bernie Angela Kiley Janney Bekka Danika

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Do You Yahoo!?  
Tired of spam? Yahoo! Mail has the best spam protection around  
<http://mail.yahoo.com>

Rachel Gliedt  
3839 Hwy HH  
Catawissa, MO 63015  
636-271-8074

**FILE COPY**

May 27, 2005

Dear KMB Utility Corporation,

I am writing in regard to your letter about requesting a permanent increase on our current water rates. The amount that you are trying to increase our water bill by is unbelievable. Do you think that my increase in pay every couple of years is by 82.73%?

I have talked to several people around the area and the average bill is \$30.00 and that is water and sewer together. We are paying on average \$25.00 water and \$27.00 in sewer. Does this mean that when the water bill goes up so does the sewer?

I have had to call you several times on different issues and the problem doesn't get dealt with on a timely basis. 1) We had a meter that didn't read so I called to get a new one installed. When I got someone out here, which I had to take off work to be here, they put one in that leaked. Then they had to come back out on another day, and another day of work missed to install another one. 2) We had a water leak out our basement door and I called to ask where the water shut off was. I was told that someone would come out and mark it with a flag for us. It was never done, we finally called Dig Rite and someone came out to help us mark the lines and they helped us to find the water shut-off.

I would also like to inquire on what the "customer charge" for \$10.11 is. I asked one of our neighbors about this and she questioned it and called and never got a direct answer, so I ask the question, what is this fee for?

Again, I don't agree with your 82.73% water increase. I understand that expenses go up and our bill should reflect some sort of increase, but never one this drastic.

Sincerely,

Rachel Gliedt

cc: Public Service Commission

JUN 07 2005

Attn: Water/ Sewer Dept.  
PO Box 360  
Jefferson City, MO 65102  
[pscisd@psc.mo.gov](mailto:pscisd@psc.mo.gov)

Office of the Public Counsel  
Attn: John Coffman  
PO Box 2230  
Jefferson City, MO 65102  
[mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

**FILE COPY****Harrison, Kathy**

---

**From:** Craig [idledice34@charter.net]  
**Sent:** Monday, June 06, 2005 12:51 PM  
**To:** pscisd@psc.mo.gov  
**Cc:** mopco@ded.mo.gov  
**Subject:** KMB Utility Corporation rate increase

Unless I am mistaken, KMB has already increased its rates once in the past 2 years. It was not as much as this proposed increase of 26.46% (from \$26.52 to \$33.54) which seems to me to be a HUGE increase! Why in the world would it be necessary to raise rates this much, if at all? How many customers will this affect? An increase of \$7.02 (\$84.24 a year) per household affected equals how much extra money? I work for an international non-profit organization so I KNOW there are other ways to take care of revenue problems other than just simply charging more for a product/service. Raising rates is just the lazy, easy way out that helps no one (even the service provider) in the long run. I know that sounds absurd, but all it does is start a trend of rate increases and resentment from customers which in turn hurts the service provider. What do we, the customers, get for our extra payment? Living in the county just outside of Cape Girardeau city limits, we have a city water bill, a sewer bill (from KMB), and another bill for trash pick up from whomever provides this service (multiple options of companies). Within the city limits this is all on one bill from the city. If there are no competitors to offer competitive rates, and the increase passes, it's as if we are being mugged at gun point.

**REFERENCE TO REQUEST NUMBERS**

QS-2005-0005

or

QW-2005-0006

Thank you for your time-

Craig Goodson  
2405 Hill Top Lane  
Cape Girardeau MO 63701

573/651-0063

6/6/2005

May 26, 2005

**FILE COPY**

To Whom It May Concern:

This letter is in regards to the proposed rate hike of 66.80% for KMB water. This is an outrageous jump in pricing for the same amount of water and service.

Speaking of service, holes dug in yards so that meters could be placed for individual households but the resultant mounds of dirt were left for the home owners to remove as were the ruts and track marks in the ground.

The Trailer Park Owners have already raised the rent and for many of us that is for a lot that has been reduced by several feet to accommodate the double wide trailers.

We feel that a rate hike of this amount is totally uncalled for. Even with gas prices rising like they have, they still have not risen to this height. We could understand a 10% rise but to raise it 66.80% and that does not include the taxes and add-ons that are on the present bills is not a rate hike but a rate gouge! It appears to be a situation of KMB taking advantage of being the only water company so they feel free to spike the prices as high as they want. I question if this is legal. I know it is not ethical.

Please do not allow them to get this rate hike approved.

Donna & Don Hejnal  
Cedar Hill Estates  
Cedar Hill, MO 63016  
636-274-1848

June 7, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P. O. Box 360  
Jefferson City, MO 65102  
Ph: 800-392-4211  
Fax: 573-751-1847  
E: [pscisd@psc.mo.gov](mailto:pscisd@psc.mo.gov)

Office of the Public Counsel  
Attn: John Coffman  
P. O. Box 2230  
Jefferson City, MO 65102  
Ph: 573-751-4857  
Fax: 573-751-5562  
E: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

Subject: **QW-2005-0006** (assuming water?)  
          **QS-2005-0005** (assuming sewer?)

RE: Crestview Acres water customers  
Letter May 23, 2005 from KMB Utility Corp. regarding proposed 166.52% increase in water rates

To Whom it May Concern:

We feel that the proposed 166.52% is quite unreasonable.

The water is already here. We read our own meters. That is also a problem since some meters are broken. Ours has been replaced twice in the three years we have lived here, but only after repeated calls to KMB. Some people are paying very little because of broken or stuck meters. One resident I talked to has asked repeatedly to have their meter replaced and finally gave up after a few years. As a result, their bill is very low. We think that KMB should be reading our meters instead of the residents doing it themselves.

The girl in the office works only 1/2 day and the guy that takes care of the maintenance is here occasionally to cut the grass and take water samples.

We read a copy of the letter that Hillshine Acres received regarding their proposed 82% increase. While that a lot, it is only half of what our proposed rate increase is. How can KMB justify the 166.52% increase to Crestview Acres? How does that compare to the other water companies they manage? A number of people in our subdivision are older and on fixed incomes and, coupled with other recent rate increases for other services, will be burdened further.

KMB should have asked for more last time instead of shocking us this time with 166.52%

Thank you for giving us this opportunity to provide our input.

Sincerely,

*Donald Huhn*  
*Barbara Huhn*

Donald and Barbara Huhn  
Crestview Acres Subdivision  
3844 First St.  
Pacific, MO 63069-6008  
636-257-2926  
[dhuhn@earthlink.net](mailto:dhuhn@earthlink.net)

RECEIVED  
JUN 18 2005  
UTILITY OPERATIONS  
DIVISION

Harrison, Kathy

FILE COPY

**From:** Ray Keefe [rekassoc@yahoo.com]  
**Sent:** Sunday, May 29, 2005 11:22 AM  
**To:** mopco@ded.mo.gov; pscisd@psc.mo.gov  
**Subject:** QS-2005-0005 or QW-2005-0006

To all involved:

The requested rate increase by KMB Utility Co. is totally unreasonable. I realize they have capital improvements to make but a 166% increase is a stretch.

Given I use more than "6000 gallons", my annual water bill will rival my homeowners insurance and be about half of my property taxes. If KMB cannot manage the system effectively, perhaps they should be encouraged to sell it to someone who can. Thank you for your attention on this matter.

Ray Keefe  
636-938-7626  
22 Hillside Dr.  
Pacific, MO 63069

**Harrison, Kathy**

---

**From:** Patricia Kennedy [pkennedy@worldnet.att.net]  
**Sent:** Thursday, June 02, 2005 11:38 PM  
**To:** pscisd@psc.mo.gov  
**Cc:** mopco@ded.mo.gov  
**Subject:** KMB Utility Rate Increase Request

**FILE COPY**

Public Service Commission  
Attn: Water/Sewer Dept.  
and  
Office of the Public Counsel  
Attn: John Coffman

RE: Request #'s QS-2005-0005 or QW-2005-0006

I am a residence of High Ridge Manor, with well water provided by KMB Utility Company who is requesting a rate increase of 36.65%.

While prices of everything are increasing, I feel an increase of over 36% is in excess of anything that could be considered reasonable or necessary. My husband is retired and I am close to it, working only 2 days a week. His pension never increases, and Social Security and my meager earnings only increase 3% per year. If everything would increase over 36% per year while our income only increases 3%, we would be forced into the streets.

Rather than increase rates so drastically, one way KMB could save money would be to bill quarterly rather than monthly. This would save employees' time and gas of driving around to read meters and also save on postcards, printing and postage.

I hope you will greatly reduce any rate increase you may award KMB Utility Company from the percentage they are requesting.

Sincerely,

Patricia Kennedy  
5805 Valley View Drive  
House Springs, MO 63051

6/3/2005

RECEIVED

JUN 03 2005

UTILITY OPERATIONS  
DIVISION

May 26, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

Office of the Public Counsel  
Attn: John Coffman  
P.O. Box 2230  
Jefferson City, MO 65102

Via Facsimile: 573-751-1847

Via Facsimile: 573-751-5562

RE: Request #'s QS-2005-0005 or QW-2005-0006

To Whom It May Concern:

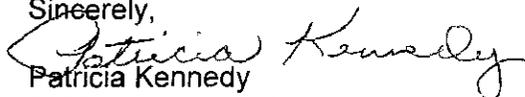
I am a residence of High Ridge Manor, with well water provided by KMB Utility Company who is requesting a rate increase of 36.65%.

While prices of everything are increasing, I feel an increase of over 36% is in excess of anything that could be considered reasonable or necessary. My husband is retired and I am close to it, working only 2 days a week. His pension never increases, and Social Security and my meager earnings only increase 3% per year. If everything would increase over 36% per year while our income only increases 3%, we would be forced into the streets.

Rather than increase rates so drastically, one way KMB could save money would be to bill quarterly rather than monthly. This would save employees' time and gas by not driving around to read meters so often, and also save on postcards, printing and postage.

I hope you will greatly reduce any rate increase you may award KMB Utility Company from the percentage they are requesting.

Sincerely,



Patricia Kennedy  
5805 Valley View Drive  
House Springs, MO 63051

*(Note: Neither Fax would go through.)*

FILE COPY

May 26, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

✓ Office of the Public Counsel  
Attn: John Coffman  
P.O. Box 2230  
Jefferson City, MO 65102

Via Facsimile: 573-751-1847

Via Facsimile: 573-751-5562

RE: Request #'s QS-2005-0005 or QW-2005-0006

To Whom It May Concern:

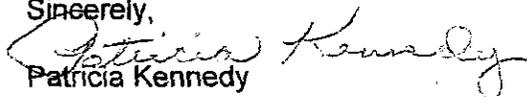
I am a residence of High Ridge Manor, with well water provided by KMB Utility Company who is requesting a rate increase of 36.65%.

While prices of everything are increasing, I feel an increase of over 36% is in excess of anything that could be considered reasonable or necessary. My husband is retired and I am close to it, working only 2 days a week. His pension never increases, and Social Security and my meager earnings only increase 3% per year. If everything would increase over 36% per year while our income only increases 3%, we would be forced into the streets.

Rather than increase rates so drastically, one way KMB could save money would be to bill quarterly rather than monthly. This would save employees' time and gas by not driving around to read meters so often, and also save on postcards, printing and postage.

I hope you will greatly reduce any rate increase you may award KMB Utility Company from the percentage they are requesting.

Sincerely,



Patricia Kennedy  
5805 Valley View Drive  
House Springs, MO 63051

*(Note: Neither Fax would go through.)*

JUN 03 2005

Harrison, Kathy

**FILE COPY**

**From:** Abby Jo Kern [abbyjo2001@msn.com]  
**Sent:** Tuesday, May 24, 2005 6:08 PM  
**To:** mopco@ded.mo.gov  
**Subject:** QS-2005-0005

Hello, I am writing concerning the increase in water rates wanted by KMB Utility Corporation. It is an outrage!! Eighty three percent is highway robbery!! What are we poor people to do? Do not okay this increase, a lot of people cannot pay for it. Enough all ready! Thank You, [abbyjo2001@msn.com](mailto:abbyjo2001@msn.com) PS The owners are no doubt Republicans.

5/25/2005

June 4, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P. O. Box 360  
Jefferson City, MO 65102

Office of the Public Counsel  
Attn: John Coffman  
P. O. Box 2230  
Jefferson City, MO 65102

RECEIVED  
JUN 09 2005  
UTILITY OPERATIONS  
DIVISION

Gentlemen:

The following is in regards to the requested rate increase of 166% for KMB Utility Corp. of House Springs, MO supplier of water for Lakewood Hills subdivision in Jefferson County.

No rate increase should be approved for KMB Utility based on their service record.

Attached is a list of the times and dates Lakewood Hills water supply system failed to operate from 1992 thru 2004. Counting 1 day per outage totals 72 days. Some of the outages actually lasted 2 or 3 days. We should get over 2 1/2 months "free" service instead of a rate increase. I lived in St. Louis county for 10 years and I don't remember the water supply ever being out of service.

In your file is a 2004 complaint record outlining the fact it took KMB Utility 6 months and 1 week to have road repairs completed in front of our driveway. And that was the second outage at the same location within 3 months!

We and our neighbors have seen no improvement in service or water pressure from this gravity fed water system. Our water pressure has been 11 lbs since moving into the house in 1988. When we turn on an electric pump, we can get the pressure up to a whopping 23 lbs! That is definitely substandard service.

That is just 3 examples of substandard service that KMB has owned the water system long enough and failed to have the problems corrected. We cannot see how any increase rate could be justified for this long-standing kind of service. Yet, they have already had several increases approved by your organization; which did not result in any improved service.

If you have any questions or need more information, please call us on 636-271-3420.

Sincerely,

*George & Claire Kirk*

George and Claire Kirk  
50 Wildwood Drive  
Pacific, MO 63069

**FILE COPY**

James R. Kross      29 Juniper Terrace, Pacific, Missouri      63069-5022      636-938-5523

May 29, 2005

Office of the Public Counsel  
Attn: John Coffman  
P.O. Box 2230  
Jefferson City, MO 65102

Re: KMB Utility Corporation - Water Rate Increase.  
Lakewood Hills, Jefferson County  
**Request # QS-2005-0005**  
**Request # QW-2005-0006**

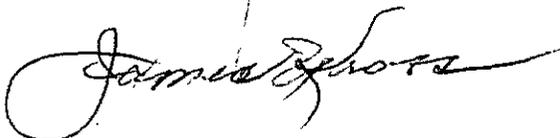
KMB Utility Corporation  
5108 Dulin Creek Rd.  
House Springs, MO 63051  
636-671-3310

Dear Mr. John Coffman,

KMB Utility has submitted a request to increase current water rates for the residence of Lakewood Hills Subdivision in Jefferson County by over 166%. This would bring the monthly water rate to more than \$70.00 per month for the average medium size family users of water.

A single increase of this magnitude is excessive, uncalled for, and unacceptable. We express our dissatisfaction with KMB's plan and ask that you interfere and reject (stop) their intent to impose a water rate increase of such magnitude.

Respectfully Yours,



James R. Kross

cc: KMB Utility Corporation

Lakewood Hills Homeowners' Association

JUN 02 2005

James R. Kross

29 Juniper Terrace, Pacific, Missouri

63069-5022

636-938-5523

May 29, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

RECEIVED

JUN 03 2005

UTILITY OPERATIONS  
DIVISION

Re: KMB Utility Corporation - Water Rate Increase.  
Lakewood Hills, Jefferson County  
**Request # QS-2005-0005**  
**Request # QW-2005-0006**

KMB Utility Corporation  
5108 Dulin Creek Rd.  
House Springs, MO 63051  
636-671-3310

Dear Public Service Commission,

KMB Utility has submitted a request to increase current water rates for the residence of Lakewood Hills Subdivision in Jefferson County by over 166%. This would bring the monthly water rate to more than \$70.00 per month for the average medium size family users of water.

A single increase of this magnitude is excessive, uncalled for, and unacceptable. We express our dissatisfaction with KMB's plan and ask that you interfere and reject (stop) their intent to impose a water rate increase of such magnitude.

Respectfully Yours,



James R. Kross

cc: KMB Utility Corporation

Lakewood Hills Homeowners' Association

**Russo, Jim**

---

**From:** Larry LaVen [lclaven@sbcglobal.net]

**Sent:** Tuesday, June 21, 2005 1:26 PM

**To:** ISD - PSC

**Subject:** QS-2005-0005

We appreciate the service KMB Utility Corporation provides and understand their interest in the generation of additional revenue; however, we feel a 26.46% billing increase is too excessive.

Larry and Ellen LaVen

6/23/2005

**Russo, Jim**

---

**From:** rsmckee [rsmckee@sbcglobal.net]  
**Sent:** Wednesday, May 25, 2005 4:05 PM  
**To:** ISD - PSC  
**Subject:** Opposed to rate hike QS-2005-0005

Dear Sir,

I've received the letter from KMB Utility regarding a proposed 166.39% rate hike on our monthly water service. I am completely opposed to this request. While I understand the reasoning, and KMB is doing a great job in upgrading our old water lines, I feel this is an excessive request. It is my understanding that they have applied for a grant to assist in the improvements they want to make to our water system. Do they need to receive free money AND get a monstrous increase in money from us? Our rates were already increased with a \$10 "customer charge" and now they want to triple our bill?! I can agree to a slight increase but this is ridiculous. KMB may find themselves losing revenue as homeowners decide to dig their own wells!

Sincerely,

Robin McKee  
Lakewood Hills homeowner

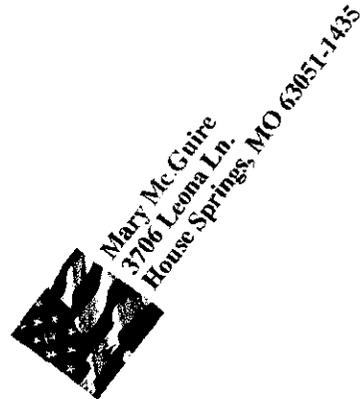
6/20/2005

FILE COPY

(CERTIFIED)

6/10/05

OFFICE OF THE PUBLIC COUNSEL  
ATTN. JOHN COFFMAN  
P.O. BOX 2230  
JEFFERSON CITY, MO 65102



RE: WATER RATES  
WARRON WOODS SUB-DIV  
HOUSE SPRINGS, MO 63051

This letter is in regards to the  
KMB UTILITY CORP., owned by the  
PIFFER EXCAVATING, requesting  
an increase in our water rates,  
dated 5/23/05, copy of their letter  
attached.

I am against any increase as  
we are already paying for  
water we don't use & service  
we can't get.

Someone from your department  
needs to come here & observe  
the situation.

Please reply.

ENC.

Sincerely  
Mary J. McGuire

JUN 16 2005

Harrison, Kathy

FILE COPY

**From:** Sally Palmer [smeyer@courtesyproducts.com]

**Sent:** Tuesday, May 31, 2005 4:42 PM

**To:** PSCISD@PSC.MO.GOV

**Cc:** MOPCO@DED.MO.GOV

**Subject:** QS2005-0005

TO WHOM IT MAY CONCERN - AFTER REVIEWING THE LETTER FROM KMB UTILITY CO. I DO NOT AGREE WITH THE 140.13% INCREASE. THIS IS A \$500.00 PER YEAR INCREASE. ST. LOUIS CITY AND COUNTY BILL CUSTOMERS QUARTERLY. AVERAGING ANYWHERE FROM \$30.00 TO \$60.00 PER QUARTER. KMB BILLS MONTHLY. THAT IS A HUGE..... INCREASE OUR BILL IS CURRENTLY \$31.50. I REALIZE EVERYTHING GOES UP BUT BE REAL..... THIS IS NOT A MODERATE FIGURE. THE PALMER RESIDENT AT 6971 APACHE LN. HOUSESPRINGS, MO 63051.

5/31/2005

June 10, 2005

To whom it may concern:

I am unhappy about this rate increase. I feel this increase is too high a percentage all at once.

Other subdivisions has had their rates raised but not as high as the one KMB utility wants to raise ours (Crestview Acres)

Thanks

Sylvia Placher

RECEIVED  
JUN 13 2005  
UTILITY OPERATIONS  
DIVISION

Verl & Caisa Pope  
2700 Oakshire Cir.  
Cape Girardeau, MO 63701  
Phone: (573) 335-8223

May 25, 2005

Office of the Public Counsel  
Attn: John Coffman.  
P.O Box 2230  
Jefferson City, MO 65102

FILE COPY

**RE: QS-2005-005 or QW-2005-006  
KMB Utility Corporation Notice of Rate Increase**

Dear Mr. Coffman:

Today we received a notice of request for rate increase by KMB Utility Corporation. We have received these requests before and our rate has increased a number of times. We have not challenged the rate increases before. However a rate increase of **26.46%** at one time seems unreasonable. The Company claims that it needs this rate "... due to increases in operation and maintenance expenses and to provide an adequate rate of return." This suggests that the company wishes to "maximize profits."

This increase would bring the rate for a single family home to **\$33.54**. The average rate for a single family home in the City of Cape Girardeau is **\$10.46** (the city limits is within one mile of Cape Rock Village and most homes are on city water). This is less than half the old rate and less than one third the new proposed rate. Officials for the City of Jackson, which is the next nearest city, stated that the average cost for sewer was between **\$12-\$18** for a single family home.

We believe that other options should be consider (e.g. working with the City of Cape Girardeau, quarterly billing) before simply increasing customer rates to three times the rate that people are paying in the same community.

**Therefore we would oppose the suggested rate increase.**

Please contact us if you have any questions or concerns.

Sincerely,



Verl T. Pope



Caisa E. Pope

JUN 06 2005

# RADEACKAR'S AG MARKET

P O BOX 260  
6771 MALL DRIVE  
CEDAR HILL MO 63016

Phone 636-285-4621  
Fax 636-285-9012

RECEIVED

JUN 10 2005

June 07, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

UTILITY OPERATIONS  
DIVISION

Public Service Commission,

We are writing in regard to KMB Utility Corporation rate increase request, QS-2005-0005 and QW-2005-0006.

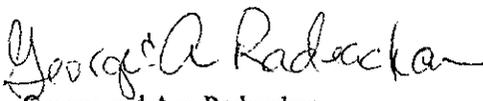
Radeackar's Market is an independent, family-owned grocery store. Due to Walmart Supercenters and large grocery chains, few of our type of grocery stores remain in business. To survive in the grocery business, we must literally watch our pennies. We have been in business since the 1930s and hope to continue as long as possible. We feel we have had a successful year if we manage to have a gross profit of 18% and can net 1/2% at the end of the year.

We understand that we were very fortunate for many years to have a very low charge for water when we were supplied by Cedar Hill Estates, owned by Norman Goad. (An average of \$65.00 every quarter.) When KMB Corporation purchased the water company, we expected a rate increase. The rate increase of 250%, the rate increasing from \$.64 to \$1.69 seemed extreme. As of July, 2003 we have paid an average of \$185.40 per month for water. Because of the previous high rate increase, we do not understand why they need another rate increase request of 66.80%.

When we contacted them asking why they needed another rate increase, they stated the company is not breaking even. We understand that they have made repairs and improvements in some areas, but is it fair for them to increase rates again? For example, in the past two years we have invested over \$250,000.00 in new refrigeration for our store. We are not able to raise our prices to cover this huge expense. We have made this investment to remain in business and hopefully recoup some of the expense over many years.

We sympathize with any business that cannot make a return on their investment as quickly as possible, but as a small business owner, we feel another increase would be unfair to us.

Sincerely,

  
George and Ann Radeackar

Billy G. Ridgely  
3822 First Street  
Pacific, MO 63069

June 14, 2005

RECEIVED

JUN 16 2005

UTILITY OPERATIONS  
DIVISION

Public Service Commission  
Attention: Water/Sewer Department  
P.O. Box 360  
Jefferson City, MO 65102

I am writing you in reference to request numbers QS-2005-0005 or QW-2005-0006 submitted to you on or around May 2, 2005 by KMB Utility Corporation, 5108 Dulin Creek Road, House Springs, MO 63051.

I understand that KMB is asking for an increase in its customer rates of approximately 166.52%. This increase would raise a monthly bill approximately three times the present amount.

I do understand that a utility company has to make a profit if they are to stay in Business. But, I also understand that a family living on a fixed income will have A hard time with increases like this.

An increase in operating expenses yes, but not 166.52%. This seems like a lot. Again this would put a great hardship upon my family and other families as well. Thank you for taking time in reading my letter.

Sincerely,

*Billy G. Ridgely*

Billy G. Ridgely

**FILE COPY**

Billy G. Ridgely  
3822 First Street  
Pacific, MO 63069

June 14, 2005

Office of the Public counsel  
Attention: John Coffman  
P.O. Box 2230  
Jefferson City, MO 65102

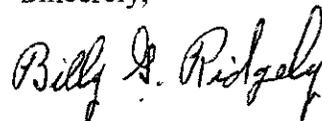
I am writing you in reference to request numbers QS-2005-0005 or QW-2005-0006 submitted to you on or around May 2, 2005 by KMB Utility Corporation, 5108 Dulin Creek Road, House Springs, MO 63051.

I understand that KMB is asking for an increase in its customer rates of approximately 166.52%. This increase would raise a monthly bill approximately three times the present amount.

I do understand that a utility company has to make a profit if they are to stay in Business. But, I also understand that a family living on a fixed income will have A hard time with increases like this.

An increase in operating expenses yes, but not 166.52%. This seems like a lot. Again this would put a great hardship upon my family and other families as well. Thank you for taking time in reading my letter.

Sincerely,



Billy G. Ridgely

JUN 17 2005

# FILE COPY

Harrison, Kathy

---

**From:** terdot14@aol.com  
**Sent:** Thursday, May 26, 2005 4:58 PM  
**To:** pscid@psc.mo.gov; mopco@ded.mo.gov  
**Subject:** QS:2005:0005:QW:2005:0006

This is in regard to a rate hike request for KMB Utility Corporation. This is the most unbelievable rate hike I've ever seen. Since some of my bills border on the same amount as my electric bill in a total electric home I feel that I cannot be quiet about this at all. In the past few months I have gotten some of my lowest bill but at times have been charged way more than the average bill they are requesting. Even when we were gone for a month in the middle of winter.

Please make a fair hike since the meters do not really reflect the use of the homeowners and the guess is on their behalf. This is a home with only 2 people I can only imagine what they charge for a full household.

Thank you for this opportunity to voice my concern.

Dorothy and Terry Ryan  
56 Fairview Lane  
Pacific MO 63069

5/27/2005

## Russo, Jim

---

**From:** Craig, Pamela  
**Sent:** Friday, June 17, 2005 1:40 PM  
**To:** Russo, Jim  
**Subject:** Public Comment

Alice Schepherd from Cedar Hill called. She also had some concerns regarding the low water pressure. She wanted to discuss this with someone.

You can reach her at 636-274-2981.

*Pam Craig*

Missouri Public Service Commission  
Consumer Services Department  
200 Madison Street  
PO Box 360  
Jefferson City, MO 65102  
1-800-392-4211  
Facsimile: 573-526-1500  
Website: [www.psc.mo.gov](http://www.psc.mo.gov)

**FILE COPY**

June 15, 2005

Office of the Public Counsel:

Dear John Coffman,

We are residents of Crestview Acres and water customers of KMB Utility Corporation. This letter is written in reference to request numbers QS-2005-0005 or QW-2005-0006.

After receiving the letter from KMB Utility Corporation, we were concerned with the request they are making to increase their customer rates. We do understand that rate increases are necessary, but an increase of 166.52% is unbelievable. Our pay increases less than 3 percent a year. How can they justify an increase of 166.52%. After speaking with other residents of Crestview Acres and customers of KMB who are in different subdivisions, we have learned that not all subdivisions are being asked to pay the same increases. This request seems unfounded and they give absolutely no justification for the dramatic increase.

We are writing this letter to ask you to review this outrageous request by KMB and protect us, the customers. We feel like we are being blind sided and taken advantage of as customers. We ask for your help in not allowing this to happen.

We both are willing to do what is necessary to stop this unfair request. Please contact us if there is any information that we can provide for you to help in your decision or if there are going to be public hearings we can attend.

Thank you so much for your time and consideration in this matter.

Sincerely,



Jeff and Kelly Schilling  
3860 1<sup>st</sup> St.  
Pacific, MO 63069  
(636)271-8515

Enclosed is a petition signed by the residents of Crestview Acres to show their disagreement with the unfair proposed rate increase.

JUN 20 2005

To: Office of the Public Counsel  
Attn: John Coffman

The following is a petition signed by Crestview Acres customers.

We do not agree with the request for a permanent rate increase submitted by KMB Utility Corporation (Company). We feel that the proposed 166.52% increase is completely unreasonable. We urge you to review and stop this unfair request.

Print Name

Address

Signature

STEVE FORTUNE 3826 RONNIE LN Steve Fortune

MARRISSA FORTUNE 3826 RONNIE LN. Marissa Fortune

Cristal L. Smith 3825 Ronnie Ln. ~~Cristal L. Smith~~

Chris Smith 3825 Ronnie Ln Chris Smith

Mike Campbell 3811 Ronnie Ln Mike Campbell

Chris Campbell 3811 Ronnie Lane Mike Campbell

Bernice Bone 3814 Ronnie Lane Bernice Bone

Marlyn Mayfield 3803 Ronnie Lane - Marlyn Mayfield

MIKE WARD 293 MARJORIE LN Mike Ward

Billy G. Ridgely 3822 First St Billy G. Ridgely

Alfred L. Jennings 2830 First St Alfred Jennings

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Signature

Linda Darnell 3872 Ronnie Ln Linda Darnell

John Klinger 3863 Ronnie Ln John Klinger

Debby Klinger Debby Klinger

Kelly Nantz 3864 Ronnie Ln Kelly Nantz

Dolores J Roewer 3857 Ronnie Lane Dolores Roewer

Beverly Cameron 3858 Ronnie Ln Beverly Cameron

David Cameron 3858 Ronnie Ln David Cameron

Kinda Bell-Prossky 3849 Ronnie Ln Kinda Bell-Prossky

Sheila K Piotraschke 3842 Ronnie Ln Sheila K Piotraschke

Allen Fallon 3833 Ronnie Ln Allen Fallon

SHARON FALLON 3833 Ronnie Ln SHARON FALLON

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Sue Walker	3859 1st Pacific	Sue Walker
Dena Thomason	3867 1 <sup>st</sup> St.	Dena Thomason
Richard Thomason	3869 1 <sup>st</sup> St.	Richard Thomason
Chris Johnson	3867 1st St.	CHRIS JOHNSON
Claire Johnson	3867 D. 1st	CLAIRE JOHNSON
Elmer J. Amos	3876 5 <sup>th</sup> St.	ELMER J. AMOS
Gary Feld	291 Leroy	Gary Feld
Jim Will	237 Leroy Ave	James Will
Lynn Will	237 Leroy Ave	Lynn A. Will
Charles Williams	3871 Rennie Lane	Charles Williams
Eddie Williams	3871 Rennie Lane	Eddie Williams

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Barbara F Hubn 3844 <sup>First</sup> ~~St~~ Barbara F. Hubn

Donald R Hubn 3844 FIRST ST. Donald R. Hubn

Michael A. Aught 3851 S. First Michael A. Aught

Amy Aught 3851 S. First Amy Aught

Karen Kavanaugh 3854 Jeanette Ave Karen A. Kavanaugh

Cheryl A. Murphy 3853 Jeanette Cheryl A. Murphy

Christopher C. Murphy 3853 Jeanette Christopher C. Murphy

ELISE CLAYTON  
Elise Clayton 3861 Jeanette Elise Clayton

GILLIE CLAYTON 3861 Jeanette Gillie Clayton

Dawn Newman 3877 Jeanette Dawn M. Deume

Laura M. Amundson 3894 Rebecca Ln.

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Elizabeth Largent 3874 Rebecca Elizabeth Largent

DOUGLAS MANSFIELD 3850 REBECCA Douglas Mansfield

Judy Mansfield 3850 Rebecca Judy Mansfield

MICHAEL F. BECK 3559 S. FIRST Michael Beck

Kelly Schilling 38100 1st St. Kelly Schilling

Jeff Schilling 3860 1st Pacific MO 63069 Jeff Schilling

DAVE & BRENDA  
WESTON 3903 HWY 111 Dave Weston

June 15, 2005

RECEIVED  
JUN 20 2005

Public Service Commission:  
Water/Sewer Dept.

UTILITY OPERATIONS  
DIVISION

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Kelly Nantz 3864 Ronnie Ln Kelly Nantz

~~James Rosemer~~ 3851 Ronnie Ln James Rosemer

Beverly Carver  
Beverly Carver 3858 Ronnie Ln Beverly Carver

David Carver 3858 Ronnie Ln David Carver

Kindra Bell-Procasny 3849 Ronnie Ln Kindra Bell-Procasny

Sheila K Piotraschke 3842 Ronnie Ln SK Piotraschke

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SHARON Falson 3837 Ronnie Ln SHARON Falson

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CLARE JOHNSON	3867 S. FIRST	Clare Johnson
ELMER J. AMOS	3876 ST ST	Elmer J. Amos
Gary Feld	291 Leroy	Gary Feld
Lynn Will	237 Leroy Ave	Lynn A. Kluck/Will
James Will	237 Leroy Ave	James Will
Angel Williams	3871 Ronnie Lane	Angel Williams
Edie Williams	3871 Ronnie Lane	Edie Williams
Sue Walker	3852 1st St.	Sue Walker

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Amy Arcutt 3851 S. First ST Amy Arcutt

Karen Kavanaugh 3854 Jeanette Ave. Karen A. Kavanaugh

Cheryl D. Murphy 3853 Jeanette Cheryl D. Murphy

Christopher Murphy 3853 Jeanette Christopher Murphy

ELISE CLAYTON 3861 JEANETTE Elise Clayton

Billie Clayton 3861 JEANETTE Billie Clayton

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LARRY ARMISTEAD 3894 REBECCA LN. Larry Armistead

DOUGLAS MANFIELD 3850 Rebecca Douglas Manfield

JUDY MANFIELD 3850 Rebecca Judy Manfield

MICHAEL F. BECK 3859 S. 1st St. Michael Beck

JEFF SCHILLING 3860 1st Pacific Mo 63069 Jeff Schilling

Kelly Schilling 38100 1st St. Kelly Schilling

DAVE & BRENDA WESTON 3903 HWY NN Dave Weston

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To: Public Service Comm

Att 1: Water Sewer Dept

Fax: 573-751-1847

To Whom it may concern,

My Name Is Ken Shackles, I Live At.  
2426 Windy Hill Ln, Cape Girardeau Mo, 63701.

I Am a customer of KMB Utility Corp  
And I Have A Big Concern And Comment About  
KMB's request for a Raise in Service Rate's.

I have had 3 sewage back-ups in  
my home in the finished Basement. The 1st  
was in the late ninetys, the second was in  
2002 and again now on 4-30-05. The problem  
in their system was identified with camera inspection  
in the 2002 Back-Up. The system is well over 30 yrs  
old and there are 4 x 5' sections of clay sewer pipe  
in front of my home that need to be replaced.

The Present Owner at first Agreed to replace this bad section of sewer line but later came back w/a proposal of using A Company Out of St Louis to do 6 month camera inspection. After forming the system. They did foam the system, they did not live up to their agreement of 6-month camera inspections of the section in front of my home. The service and commitment of the this Co to provide good customer service is really in question, my home has had extensive damage from the last two backups, 2002, it took 5 1/2 hrs to get their people to get the line opened up, in 2005 it took 9 hrs, both times raw sewage was coming into my home. They know the problem area in the sewer line and still will not fix it. I Rate their Customer Service very low, my home is still at risk of Raw Sewage on this

date 6-6-05.  
573 334 0493  
P. 02

Sincerely  
Kevin Shroeder  
JOHNS PHARMACY

Phone # 573-335-0306  
JUN-05-2005 10:54

10. OFFICE OF Public Council

Att, John Colman

Fax = 573-751-5562

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PHOTO # 573-335-0306

Public Service Commission  
Attn: Water/Sewer Dept.  
P. O. Box 360  
Jefferson City, MO 65102

RECEIVED

JUN 23 2005

UTILITY OPERATIONS  
DIVISION

RE: QS-2005-0005 or QW-2005-0006

To Whom It May Concern:

This is in response to the letter I received from KMB Utility Corporation in House Springs, MO. The letter stated "The Company is seeking an increase in its customer rates intended to generate an increase in its aggregate annual water operating revenues of \$15,808 (approximately 166.52%)." I am sure you already have a copy of this letter.

This is absolutely ludicrous. I understand that this is a business providing a service to its customer but to raise a persons water bill by 166.52% is ridiculous. The problem behind this is that they are providing a necessity. Every human has to have water to survive, so they will probably succeed in raising the cost. I hope you will take every and any negative letter to this cost increase into consideration.

Most people live off of budgets and budget incomes. To go from (the example they provided) spending \$23.37 a month on water costs now to \$62.29 is wrong. Now as I have referenced above I understand this is a business providing a service to its customer but how can a company up the price of WATER, a natural resource, by 166.52%. I understand that water we drink and use does not come straight out of a river and it has to be filtered, treated, tested and etc. but how much can that really cost to a business that has at least hundreds, if not more, customers paying them each and every month of every year.

Also, please explain to me why a neighborhood down the street from mine received a letter dated the same day as mine, isn't the same letter. Hillshine Acres' water will increase 82.73% how does that make since. They are providing the same service to them as they do us. This is unfair! It makes me think more and more that they are raising our water bill because we have line problems, but that still does not justify one customer getting a lower increase then us. Also, please explain why their water is cheaper then ours now. In the letter they provide the figure for using 6,000 gallons. Our price now is \$23.37, Hillshine's price is \$21.87. How is this justified? Hillshine Acres is further out then we are to House Springs where KMB is. Even still electric is the same price, trash is the same price, phone services offer the same rates to all their customers not raise for some and some get a lesser fee. This is absolutely unfair, unjustified and makes us as a customer not like this "proposal" or the company at all.

The cost of living has gone up and I would understand if the bill would need to increase by a couple of dollars but I do not understand or like the 166.52% increase we as a customer might endure. I would also look into how KMB is practicing business. I have several complaints I would also like to share about KMB business practices and customer service.

Where to begin, I guess a big factor is we pay for water every month and sometimes WE DO NOT HAVE WATER!!!! Air comes rushing out of the faucet instead of water. Now maybe they want to increase our bill because of this but that is not a solution. Instead of having workers come out every single time the pipes go dry, why not fix them all, replace them. The cost of having workers come out and fix the pipes every time adds up so in the long run new pipes are the solution. Yes the pipes inside a customers home is the customers responsibility but when an entire neighborhood goes out of water at the same time that tells you the company providing the water is at fault and something needs to be done about this issue. I do not like having to find a place to take a shower when I pay my water bill. Yes replacing pipes is a great cost, but isn't that what a company does they provide a service to you, they fix a problem with the money you have already paid them. Shouldn't every company have money set aside for problems like this? I also get charged a \$9 fee on every bill I receive. I have been told this is a hook up fee. Shouldn't this fee go straight to the company? What else could it be for? Does other companies charge you a hook up fee every month forever to provide a service. Most companies charge a one-time fee that is applied to your first bill. This makes no sense to me.

Another solution is what if KMB actually charged the customer for the right amount of water usage. That makes sense doesn't it? I put what my water meter reads on every bill stub and return to them. Yet, my water usage is estimated and the time they do go by what you say you are charged for using water that we could not use in 3 months. (I have included copies of my bill stubs for your reference). I have a neighbor who has no meter so the water usage is always estimated.

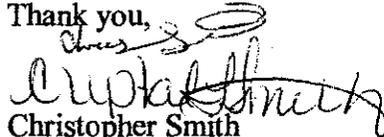
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I don't understand why KMB is in House Springs and we live in Pacific and they provide our water. Isn't there a company closer to us?

In conclusion the cost to run a business has gone up over the years but an increase of 166.52% is extremely too much, how can I afford this increase. For a company to increase the amount and for it to be accepted by customers the company would have to do more then provide a service but also to provide customer service. Even then I wouldn't accept this kind of increase. Yes I receive my water, but then again sometimes I don't. To be a company you must provide not only the product, which in this case is water, but to also provide customer satisfaction. Most company's customer service is top priority and I do not feel this is top priority for KMB.

I would deeply look into KMB and to look at how the customer feels in this matter. We are just one household, I hope others respond for everyone's sake. I also hope these letters are read thoroughly and put into consideration.

Thank you,



Christopher Smith  
Crystal Smith  
3825 Ronnie Lane  
Pacific, MO 63069  
(636) 271-6008

**FILE COPY**

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P. O. Box 2230  
Jefferson City, MO 65102

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JUN 23 2005

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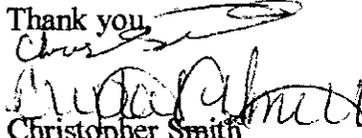
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Thank you



Christopher Smith

Crystal Smith

3825 Ronnie Lane

Pacific, MO 63069

(636) 271-6008

**Russo, Jim**

---

**From:** Fred Stout [stout5art@accessus.net]  
**Sent:** Friday, May 27, 2005 8:58 AM  
**To:** ISD - PSC  
**Subject:** KMB

We received notice that KMB is asking for an humongous rate increase...over 160 times the rate of inflation. While they bought a utility that was in pretty crappy shape, they knew that at the time of purchase.

They do deserve an increase to absorb some of the money they've invested in upgrading their delivery system. A MUCH more modest increase would seem to be in order.  
Fred H Stout...Lakewood Hills, Pacific

6/20/2005

Harrison, Kathy

FILE COPY

**From:** Natasha sullivan [natashp@hotmail.com]  
**Sent:** Tuesday, May 31, 2005 1:53 PM  
**To:** mopco@ded.mo.gov  
**Subject:** QS-2005-0005

Hello, I currently live in House Springs Missouri in the Scottsdale subdivision and we had a meeting regarding the new proposed water increase. I realize that the maintenance and the operation is necessary, however, an increase of over 100% is not necessary. We have compared other water companies, and the rate for an area such as ours does not even match close to the increase you are proposing. We ask that you please reconsider the proposal and start with a smaller increase that the residents can live with. Thank You.

Sincerely,

Natasha Sullivan

*Natasha*

5/31/2005

Dear Public Service Commission

May 31, 2005

This letter is in regards to request numbers QS-2005-005 or QW-2005-0006. We received notice that our small water company KMB Utility Corp. in Cedar Hill, MO 63016, is again planning to increase our water rates. This is really unbelievable!

We are an 80, and 70 yr old retired couple, who moved into this small park, less than 100 mobile homes, Cedar Hill Estates, in Sept. of 2002. The water has always had a sulfur-like smell, especially in the hot water, and there has always been little pressure, and we were told this by neighbors who had been here 8 years. The bill at that time for us was \$16.13 for a **three month period**. I'm sure we pay the minimum rate, as we do very little laundry and do not use the electric dishwasher and we have no children. My checks show that On May 1, 2003, this rate was still in effect. It was about June of 03, that we got the notice that our bills would be going up and for us the minimum rate would be \$8.30 **per month** or \$24.90 for the three month period. If this fee is not paid within a few days then our bill would be \$13. ++ so we make sure we pay it as soon as we get it.

I had written the commission at that first notice about the intended rate increase, to no avail. In July 04, our rates went up approximately another dollar and when I called the company, I was told they were allowed to increase our bills, after one year, some kind of tax, etc. So July 04 my bill is \$9.38 **per month!** but only if I pay it within a few days of receipt.

And now, this month, we get the notice that they want to increase our rates **another 66%**. This is definitely **PRICE GOUGING!** and there is no reason for it. They have done nothing, and plan to do nothing to improve service. They know they have us over a barrel and they are just out to get theirs, as other utility companies are trying to do.

Please, please intervene to prevent this injustice. Many families that live here are financially unable to pay these exorbitant rates and it is completely unfair for them to raise our rates from \$16.13 for three months, to \$90.72 for three months. You do the math, that percentage increase is outrageous. I beg you to refuse to grant this increase.

Sincerely,

*Shirley J Tenny*

Mrs. Shirley J. Tenny  
#49 Cedar Hill Estates  
Cedar Hill, MO 63016-2224  
636-285-7055

RECEIVED

JUN 03 2005

UTILITY OPERATIONS  
DIVISION

FILE COPY

Dear Office of the Public Counsel

May 31, 2005

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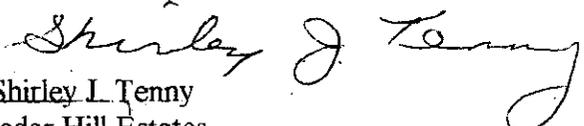
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Sincerely,

  
Mrs. Shirley L. Tenny  
#49 Cedar Hill Estates  
Cedar Hill, MO 63016-2224  
636-285-7055

JUN 03 2005

FILE COPY

**Harrison, Kathy**

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**From:** MTrokey@aol.com  
**Sent:** Monday, June 06, 2005 10:41 AM  
**To:** psisd@psc.mo.gov  
**Cc:** mopco@ded.mo.gov  
**Subject:** KMB Water Co.

I have been notified KMB is considering an increase to consumers. I do know that there is a need for repair and /or replacement of the old system or parts of the system, however, a 166.39% increase to cover costs and make a profit sounds abit excessive. This company does need to make a profit and maintain their work to their and our satisfaction but I am hoping the rate does not need to be so extreme. MarilynTrokey

6/6/2005

FILE COPY

To Whom it May Concern;

It has been brought to my attention that our water company K M B Utility is wanting to raise their rates 166.52% There is not one reason for any of us to be charged \$60.00 plus just for water. It seems to me that if the company would fix their equipment and keep it maintained that such an increase is unreasonable. In the past while talking to people in this subdivision about their meters that the home owner reads Some of the meters in this area don't work. My household was being charged for estimated usage, being over charged for years. When this was brought to the company's attention there was nothing they could do, it was to late We were over charged at least \$600.00 if not more. Another subdivision in the area with KMB utility is being charged far less than other subdivisions in Franklin Co. This does not include trash or sewer. Most 95% of the folks in this subdivision are widowed, alone or not at home during the day to use the estimated amount of water that the company is trying to charge us for. It is an out rage for such an increase I suggest you do your homework on this company for charging every subdivision a different rate and why they can't purchase meters that aren't junk, Let alone not repairing broken meters replacing them and the new ones that still don't work. When the company is called to fix the meters the problems are neglected.

Sincerely  
Susan Walker  
Resident,  
Crestview Acre Sewer Board Chairman

JUN 06 2005

**From:** dave walls [mailto:pd2965@yahoo.com]

**Sent:** Tuesday, May 24, 2005 3:25 PM

**To:** mopco@ded.mo.gov

**Cc:** pscisd@psc.mo.gov

**Subject:** QS-2005-0005 or QW-2005-0006 (KMB Utility Corp.) ATT. JOHN COFFMAN

KMB is requesting a rate hike of 166.39%. A montly rate increase from \$24.62 a month to \$65.59 a month. This is insane! We can not afford this. Please do not allow this to happen.

Thanks,

David Walls  
#2 Dogwood Drive  
Pacific Mo. 63069  
636-938-6670

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Do You Yahoo!?

Yahoo! Small Business - [Try our new Resources site!](#)

6/18/05

FILE COPY

Dear Mr. Coffman,

I feel the rate increase of 166.39% for water is excessive. A rate increase from \$24.62 to \$35 would be acceptable. KMB is in the process of making improvements to our very old water system, but they need to be reasonable.

Sincerely,

Deanna Warner  
#7 Dogwood Trail  
Pacific, Mo. 63069

636-271-6063

JUN 21 2005

6/18/05

RECEIVED

JUN 23 2005

UTILITY OPERATIONS  
DIVISION

To the Water & Sewer Dept. -

I feel that KMB's request for an increase in the water bill of 66.39% is excessive. We would not object to an increase from \$24.62 to \$35.

KMB is in the process of making improvements to our very old water systems, but they need to be reasonable.

Sincerely,

Deanna Warner  
#7 Dogwood Trail  
Pacific, OR 97139  
636-271-6063

**Russo, Jim**

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**From:** Pridgin, Ron  
**Sent:** Monday, June 13, 2005 10:53 AM  
**To:** ISD - PSC  
**Subject:** Customer comment in KMB, QS-2005-0005, QW-2005-0006

For reasons I don't understand, OPC transferred a call to me. Dave Webber called to comment on the proposed KMB increase. He said he tried to call 1-800-392-4211 to comment, but the line is always busy. Could someone give him a call at 314-550-5533 to help him??? Thank you!

*Ronald D. Pridgin  
Regulatory Law Judge  
Missouri Public Service Commission  
(573) 751-7497*

K

U

JUN 07 2005

Public Service Commission  
attn: Water/Sewer Dept.

UTILITY OPERATIONS  
DIVISION

June 1, 2005

Re: request #s QS-2005-0005 or QW-2005-0006

To whom it may concern:

In reference to a 66% price increase, I fail to understand how any company has the need to raise their prices 66% when less than 2 yrs ago they had a price increase in excess of 100%.

KMB Utilities supplies nothing more than untreated well water.

There is no purification and as I run a restaurant, I had to spend \$2000.00 for a booster pump for lack of water pressure. There is not enough water pressure for the amount of people they supply.

I also have to filter the calcium from our water before it enters our equipment.

If there is a price increase, myself as well as the business next door will strongly consider spending the money to be hooked up to public water.

In conclusion, if I were to raise my price 66% I would have no business. These people have control of something many people need that can not afford the expense of public utilities. I am fortunate enough to be located approximately 150 feet from city water.

I would like for someone to explain how "well water" warrants this high of an increase unless it is going through a purification process and installing fire hydrants that work, as well as install one in the commercial area. This would decrease the risk of fire in this area for the businesses as

well as the large Mobile home court close by.

Tom Williams  
owner  
Cecil Whittaker's Property

cc: Office of the Public Counsel  
attn: John Coffman