

**Aqua Missouri**  
**Staff Investigations of Service Related Comments**

Item	Informal Case Number	First Name	Last Name	City	State	Public Comments	Office	Staff Person	Resolution
P200800366	QS-2008-0005	Vernon	Adams	Jefferson City	MO	(ddw)Customer opposes rate increase/ service is too poor and previous rate increases have not improved anything including the lagoon/ customer says sewer is same as in 1976/	PSC	JS	See attached Staff reply.
P200800450	QW-2008-0007	Delores	Banta	Shell Knob	MO	(ddw)Customer vehemently opposed/ customer has service quality issues and has seen no improvement since last increase/has had brown water that stained water containers but never informed of boil order/ billing inconsistent	PSC	BN	Discussed comments with customer on 1/15/08. Believe bills wre misread by customer. Home is below new standpipe which should improve water pressure.
P200800591	QS-2008-0005	Linda	Beardsley	Holt Summit	MO	(ddw)Customer opposed to increase and irate over Aqua reps coming to area and doing nothing but sit in their trucks for sometimes up to 3 hours and do nothing/ customer says she has documentation of the lack of activity.	PSC	JS	See attached Staff reply.
P200800564	QW-2008-0007	Mitch	Calvert	Hollister	MO	(ddw)Customer opposed to increase/ service and previous promises of improved service did not materialize with last increase/ meter is substandard with no fix from company/ rates are higher already than the norm for his county.	PSC	BN	See attached Staff reply.
P200800563	QS-2008-0005	Sharon	Cardwell	Jefferson City	MO	(ddw)Customer opposed to increase/ sewer not working properly and received no help from company/	PSC	JS	See attached Staff reply.
P200800351	QW-2008-0007	Phyllis	Cavener	Republic	MO	this increase does not justify,if company was going to improve the service I could see that but Co. said that the last time;they were to be putting in new meters never did; my water pressure is horrible.	PSC	BN	Checked water pressure twice on 1/14/08. Pressure was 50 psi in am and 38 psi late afternoon. Customer was not available to talk to.

P200800338	QS-2008-0005	Todd	Doerhoff	Jefferson City	MO	(ddw)Oppose increase due to excessive amount requested/ service is too poor to warrant an increase until they get it right/ pumps are too loud at Sewage plant as well.	PSC	JS	See attached Staff reply.
Letter	QS-2008-0005	Robert & Mary	Eichholz	Jefferson City	MO	See attached.	Both	JS	See attached Staff reply.
P200800543	QW-2008-0004	Del	Eshelman	Sedalia	MO	(ddw)Customer opposed to increase since so soon since last increase/ feels not getting enough service for his dollar/ has not seen any improvement in service/some areas in his subdivision have low water pressure.	PSC	JS	See attached Staff reply.
P200800367	QS-2008-0005	Rachell	Henley	Holts Summitt	MO	(ddw)Customer opposed to this increase in the most vigorous manner possible/ says nothing can justify this increase and previous rate increases have not improved service or infrastructure/ company won't even fix gate on lagoon.	PSC	JS	See attached Staff reply.
Fax	QW-2008-0007	Nelson	Hipkins		MO	See attached.	PSC	BN	See attached Staff reply.
P200800589	QS-2008-0005	David	Keller	Holt Summit	MO	(ddw)Customer opposed to increase/ Customer says Aqua trucks show up but Aqua employees never get out of truck/ no maintenance occurs/ says company wastes money and instead of increase they should improve workforce.	PSC	JS	See attached Staff reply.
Fax	QW-2008-0007	Brian & Sandra	Miles	Branson	MO	See attached.	PSC	BN	See attached Staff reply.
P200800374	QS-2008-0005	Angie	Norris	Jefferson City	MO	why such an increase? the Lagoons smell they don't do anything to improve the service. against the rate increase	PSC	JS	See attached Staff reply.
E-mail	QW-2008-0007	Leland & Kay	Novotny	Shell Knob	MO	See attached.	PSC	BN	See attached Staff reply.
E-mail	QS-2008-0005	Michele	Rudroff		MO	See attached.	PSC	JS	See attached Staff reply.
E-mail	QS-2008-0005	Cody	Rush	Jefferson City	MO	See attached.	PSC	JS	See attached Staff reply.
Letter	QS-2008-0005	John	Schumert	Jefferson City	MO	See attached.	OPC	MH	See attached Staff reply.
Letter	QW-2008-0007	Jerry	Shelton	Shell Knob	MO	See attached.	PSC	BN	See attached Staff reply.

P200800468	QW-2008-0007	Harry	Waterson	Branson	MO	LTA service area, questions new tank, new pump, and new control panel (?what new facilities are included in rates) Also has slugs of air in the lines since new tank was in service. Check on field visit. - entered byJM	PSC	BN	See attached Staff reply.
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Aqua Missouri

Letters, Faxes and E-mails

Related to Customer Service Comments

Informal Cases

QW-2008-0004

QS-2008-0005

&

QW-2008-0007

**FILE COPY**

December 29, 2007

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

Dear Sir/Madam:

We are writing in regard to the recent notification that Aqua Missouri, Inc. is requesting a rate increase to its customers in the amount of 128.75 percent.

A rate increase may be necessary due to the recent renovations to our lagoon - but - this amount of an increase is outrageous.

Just to let you know, in June 2007, we notified Aqua that a bad smell was coming from the lagoons - we live just a short distance just northeast of them. We were advised there was nothing they could do about the smell. In October 2007, renovations were done in the lagoon area. We can again smell them when going out into our back yard.

For the above reasons, we strongly oppose a rate increase of this magnitude.

Thank you for your efforts in this matter.

Robert & Mary Eichholz  
7805 Route M  
Jefferson City, MO 65101  
573 - 395-4789

cc - OPC - Attn: Lewis Mills  
P O Box 2230  
Jefferson City, MO 65102

JAN 03 2008

Public Service Commission  
ATTN: WATER/Sewer Dept.

QW-2008-0007  
010908

FAX 14178586426

Sir:

Enough is Enough!!!

Aqua MO. is getting too greedy!

As of this date, The 120 broken water valves left over from previous water company has yet to be fixed.

Information briefs in our monthly water invoices give talks of great progress

Aqua is doing in Penna. We are in the Ozarks.

100.1 % increase is "NOT SATISFACTORY"!!!

How CAN this company justify that increase. NO increase is warranted.

The present rates are more than the average monthly charges of other companies in the area. "Enron tried getting greedy, look what happen to them,"

Nelson Hipkins

=== COVER PAGE ===

TO: \_\_\_\_\_

FAX: 15737511847

FROM: MILES CONSTRUCTION S

FAX: 417-339-7379

TEL: 417-332-0186

COMMENT: CONFIDENTIAL

**MILES CONSTRUCTION SERVICES****"When Quality Counts"**

Cellular: (417) 527-0301 Office: (417) 332-0186

292 River Drive Branson, Missouri 65616

24 hr. Availability

Fax: (417) 339-7379

1/19/08

To Whom it Concerns,

I am very concerned about Aqua MO asking again for a rate increase. They just had a rate increase over a year ago & they increased our rate after taking over LTA water in the beginning. They lowered our gallon usage from 9000 gal @ 8.<sup>00</sup> to 2000 gal @ 2000 gals. They also said we wouldn't be charge a min. fee on our sprinkler water meters, if we didn't use them.

However the water quality has gone down since they have taken over & its gotten alot harder since then.

I do not want them to get this rate increase, because if they do, me & my neighbors will & legally can drill our own well.

We own against any rate increase

Antonia & Sandra Miles

292 River Drive

Branson, MO. 65616

417-527-0301



**Russo, Jim**

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**From:** Kay Novotny [oknovotny@sbcglobal.net]  
**Sent:** Thursday, January 10, 2008 2:34 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** rate increase Aqua Missouri, Inc.

**To Whom It May Concern:**

**We are writing to express our outrage at the excessive and unnecessary rate increase submitted by Aqua Missouri.**

**We have owned our Missouri lake house property for more than 16 years. We try to maintain a good property which includes the yard. If such an exorbitant water rate is approved it would mean we would not be able to take care of our yard which would result in decreased property value.**

**We are senior citizens. We have owned properties and paid utility bills for many years. We have NEVER experienced anything to compare to this absurd request. It is claimed in the notice that Aqua Missouri has made costly capital improvements since they acquired ownership in 2005. This claim indicates improvement in water quality and other maintenance. Let us tell you something about their operation. First, we have not seen any improvement in the quality of our water. In fact, it is quite bad. Second, we had the misfortune of having one of their water lines break in our front yard. They came out and dug up our yard (literally) destroying sod, etc. and slapped a patch on the OLD line and drove off leaving our yard in a mess! Shortly after our experience, the very same kind of problem happened just two properties from ours. They have NOT done anything in our area to improve maintenance and certainly haven't improved the water quality. Further, when their lines break, they should be responsible for the damage done to our properties. I realize they have a utility easement but when they bring in a back hoe and park it on our properties (not on the easement) and cause major damage to the yard they should be responsible for that damage. They didn't even put the dirt back in the hole they dug.**

**We are presently in the process of researching the regulations and costs of having our own well should this excessive rate increase be allowed.**

**Respectfully submitted:**

**Leland and Kay Novotny**

**468 Lake Road**

**Shell Knob, Missouri 65747**

**Primary residence: 5507 Bryant Place**

**Springdale, AR. 72764**

**Russo, Jim**

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**From:** Michele Rudroff [rudroffm@abclabs.com]  
**Sent:** Monday, January 07, 2008 12:57 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** Aqua MO QS-2008-0005 Complaint

Attn: Water/Sewer Department  
Attn: Lewis Mills

To Whom it May Concern:

I am a customer of the Aqua Missouri Company and I feel that the rate increase they are asking for, is completely unacceptable. I would like to know why they deserve/need a 128.75% rate increase. Their rate has been the same for awhile now, so why do they need this much more money from EVERYONE of their customers?

We live right by one of the sewer stations and everyday there is foul smell coming from that station. If they are going to be raising the rate that much, then there better be someone from their company coming out everyday to keep the smell under control!!! Also, if we ever tried to sell our house, who would want to buy a house that has close to a \$70.00 sewer bill every month? I know that would have stopped me from buying a house!! I have never heard of anyone having this high of a sewer bill! Not to mention all the people who have to try to come up with an extra \$40.00/month just to pay the bill, amongst all of the other rising costs of groceries and gas.

I believe that as a customer, we deserve the right to know where all of this extra money is going!! If there was anyway that I could switch to a different sewer company, I would.

Thanks for taking the time to listen to customer comments and please let me know if there is anywhere else I can voice my opinion.

Sincerely,

Michele Rudroff

**Michele Rudroff**

Associate Scientist

ABC Laboratories, Inc., 7200 E. ABC Lane, Columbia MO 65202

Tel: 573-443-9000 ext. 3388

Integrated Chemistry and Biology Services for Product Development [www.abclabs.com](http://www.abclabs.com)

[www.abclabs.com](http://www.abclabs.com)

1/9/2008

**Russo, Jim**

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**From:** Cody Rush [codyrush18@yahoo.com]  
**Sent:** Saturday, January 05, 2008 1:35 PM  
**To:** Water.Sewer  
**Subject:** Aqua Source

I've never heard of anyone having a 63 dollar Sewer bill. My water bill is never more than 15\$ a month I don't see why I should have to pay such a large amount for sewer. Also, I live on Southwood Hills Road here in Jefferson City, I have been smelling sewer gas for several months. I called aqua source twice, nothing was ever done. It has been so bad that it was actually coming into the house through the toilets and sinks in our bathrooms. I let the water hose run for several minutes into the garage drain and we put an extra wax ring on the toilet in the downstairs of our house, that took care of the smell inside the house but I still smell it outside every once in a while. It smells like it is coming from across the street. I was wondering if anyone else in this area has reported anything.

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1/7/2008

JOHN SCHUMERT

FILE COPY

5742

Henwick, Jefferson City, Missouri 65109

Phone (573) 584-6788

December 29, 2007

Office of the Public Council  
PO BOX 2230  
Jefferson City, Missouri 65102  
866-922-2959

Dear Office of the Public Council:

I am opposed to this rate increase for this reason. I have a piece of lakeshore property and I am billed every single month for water service that I rarely use. The main priority (from my point of view) would be to follow the by-laws and covenants and restrictions and force a sewer system to be put on mine and others property as these documents clearly state. I purchased this property as an investment in 1998 and it is basically worthless unless these systems are installed. If these provisions would have been followed years ago (as I was promised they would be) I doubt we would be having this debate today.

Sincerely,



John Schumert

JAN 02 2008

December 28, 2007

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

Ref: QW-2008-0007

Dear Sir:

Only a short time ago, Aqua Missouri was granted an increase in their water rates. This took effect on the December 2006 billing. The rates went from \$14.11 for a minimum to \$20.48, which amounted to \$6.37 per month increase. Now they are requesting for another increase, which is doubling what we are now paying. We find that an increase of this magnitude would be a hardship on this community.

Most of the residence who live here are retired and on a fixed income. Our Social Security increase is only 3.2% and they are asking for 100.1% increase. We are already dealing with the sky rocketing prices for gas which is being trickled down to the consumer on everything else we buy.

We have a whole house filter system that filters the water as it comes into our house. When we change the filter, within a week it is already black. This summer after a break in the line, our neighbor asked if we had dirty water as he was having. We went down and changed the filter and it was caked with mud. Not once were we asked to boil water. We decided we should not be drinking this water, so we bought a water cooler and we are now buying water to drink and cook with. I don't feel we need a increase when we don't feel safe or comfortable drinking this water.

I hope you take this into consideration when you do your investigation. We feel this increase is way out of line and would deal a hardship on many of the retired residence in this community.

Yours truly,



Jerry Shelton  
321 Hummingbird Lane  
Shell Knob, Mo. 65747

RECEIVED

DEC 31 2007

UTILITY OPERATIONS  
DIVISION

Aqua Missouri

Results of Staff Investigations

Related to Customer Service Comments

Informal Cases

QW-2008-0004

QS-2008-0005

&

QW-2008-0007

## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 11:42 AM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800366

Vernon Adams  
3533 Shamrock Road  
Jefferson City, MO

Shamrock Lagoon system

The customer comments that service is poor and no improvements have been made to the lagoon since 1976. I spoke to the customer on 2/13/08. He stated that the lagoon requires minimal operations and grass mowing and is concerned about uniform rates causing him to pay for improvements made at other facilities. I informed him of the improvements made to the fence and lagoon berms that I witnessed during a recent site visit and explained the necessities of uniform rates.  
No issues to follow-up with the company.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*

## MEMORANDUM

TO: Jim Russo

FROM: Bill Nickle

RE: Delores Banta - Aqua Mo rate case complaint – Tomahawk Heights Water System.

DATE: January 18, 2008

On January 15, 2008 I talked to Deloris Banta about her rate case comments. She showed me her water bills; she did not have bills for April thru July 2007 and stated that she had not received them. She also stated that she had been told the primacy had been increased to four dollars. I think the major problem *is that* the bills were misread and incorrect amounts paid. Her home is lower than the base of the new 101 foot standpipe but she stated her pressure had not improved.



## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 11:19 AM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800591

Linda Beardsley  
11095 Sherry Drive  
Holts Summit, MO

Cedar Hills facility- Recirculating Sand Filter

Customer states that Aqua MO employees regularly spend significant periods of time just sitting in the truck at the facility, performing no work. I contacted her on 2/8/08. She claims to have written documentation of dates and times of the occurrences. I am making arrangements to get a copy of the documentation and then, if justified, will contact Tena Hale-Rush to pass on the dates and times so that it can be determined which worker(s) were on that route at those times. I will follow-up with details as they occur.

*Jerry Scheible, P.E.  
Utility Regulatory Engineer  
Missouri Public Service Commission  
(573) 526-6029*

## **MEMORANDUM**

**TO:** Jim Russo

**FROM:** Bill Nickle

**RE:**  
Mitch Calvert - Aqua Mo rate case complaint – Riverside Water System.

**DATE:** February 5, 2008

Mr. Calvert was not at home. I called him on my cell phone and reached him in Springfield. I explained to him, as I did in the last rate case, that the water in his meter box was surface water caused by the grading of his yard. Mr. Calvert also stated that it did not matter as the home was for sale.

## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Thursday, January 31, 2008 11:26 AM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800563

This is one that was also emailed to you by Christina in OPC.

Sharon Cardwell  
2215 Ann Dee Dr  
Jefferson City, MO 65109  
573-636-8099

CU sewer system at the "Stiefferman" facility.

I spoke to Ms. Cardwell by phone on 1/24/08. Her issue is sewer odor that originates from the pipes in her home. She has contacted the Company in the past and they have done an investigation, but determined it was a plumbing problem with her home and not something the company could correct. I met with the Company and discussed the issue and any possible options on 1/29/08. I agree that it is almost certainly a problem with the customers interior plumbing. I called the customer back on 1/31/08 and told her of the findings and offered to have her call me directly in the future if the problem persists so that I can follow up or offer any further advice/information.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*

## **MEMORANDUM**

TO: Jim Russo

FROM: Bill Nickle

RE: Phyllis Cavender - Aqua Mo rate case complaint – Republic Water System.

DATE: January 18, 2008

On Monday January 14 I checked the water pressure at 10:55 am and 4:20 pm the pressures were 50 and 38 psi. No one was home I left my card with my cell phone number and a note that I would return later that day. On the second visit my card had been removed and a car was in the driveway however. No one answered the door and I have not received a call. A neighbor stated that Phyllis was on a cruise. I returned on January 17 again no one was home.

**Russo, Jim**

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 1:05 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800338

Todd Doerhoff  
6419 Kleffner  
Jefferson City, MO

Kleffner Ridge mechanical plant

Customer comments "pumps are too loud at sewage plant." I spoke to the customer on 2/13/08. He verified that the company is working with him over the past several months and making efforts to reduce the noise from the pumps. He is satisfied at this point to see how the rate case plays out and to continue to monitor the noise level, working with the company as needed. I mentioned the possibility of planting evergreen trees as a sound barrier if he is not satisfied with the company's efforts. The noise level at the facility is typical of mechanical plants and any effort to reduce it is for the improvement of public relations.

*Jerry Scheible, P.E.  
Utility Regulatory Engineer  
Missouri Public Service Commission  
(573) 526-6029*

**Russo, Jim**

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 2:13 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO Rate Case QS-2008-0005 Comment

Robert and Mary Eicholz  
7805 Route M  
Jefferson City, MO

Cedar Grove lagoon

Comments on "bad smell coming from the lagoons." I spoke to the customer on 2/13/08 and she states the odor was objectionable as recently as 2/9/08. I discussed the operation of lagoons and how they function and discussed how the recent removal of trees around the lagoon by the Company should help the lagoon operate more efficiently and ultimately improve the odor situation. I advised her to contact the company whenever the odor is objectionable and gave her my number as well.  
Nothing further required at this time.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*

## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 12:36 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800543

Del Eshelman  
2791 Meadowood Drive  
Sedalia, MO

Maplewood WATER system

Comments "some areas in subdivision have low water pressure." I spoke to the customer on 2/9/08. Mr. Eshelman does not have water pressure issues at his home, but he and his wife are the treasurer and vice-president of the Home Owners Association and people have mentioned pressure issues to them in that context.  
System pressure is maintained well above the 20 psi minimum MDNR requirement.  
No further action required.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*

## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Thursday, January 31, 2008 8:35 AM  
**To:** Russo, Jim  
**Subject:** Aqua EFIS comment/complaint C200802700

Tim Hagenhoff

1/14/2008 3:40:05 PM Lives near pump station with easement across property. Aqua refuses to cover cost of maintaining access road. Also, there is a foul smell that prevents them from going outside - especially during spring & summer. He has discussed it with Aqua multiple times, but it hasn't improved. Questions the chemical breakdown process too.

JS: 1/18/08- Customer called and discussed lift-station odor concern, road easement maintenance and general concerns regarding the rate case.

JS: 1/31/08- I spoke to the customer by phone on 1/18/08. He reports occasional odor from the lift station near his home and the company's lack of maintenance on the road/easement. Visited the site with Co. on 1/23/08. Co. claims to have not been contacted by customer. They will monitor for odor in the future. I suggested they set the pumps to come on more often to avoid the lift station contents from going septic. Co. stated the subdivision developer maintains the easement road and they have not been asked to help with the maintenance. I instructed the customer to contact the Co. when the odor is occurring and also gave my direct number to contact with any future concerns.

Complaint Closed/Resolved in EFIS on 1/31/08.

*Jerry Scheible, P.E.  
Utility Regulatory Engineer  
Missouri Public Service Commission  
(573) 526-6029*



## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 12:06 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800367

Rachell Henley  
11076 Maple Leaf  
Holts Summit, MO

Maple Leaf Lagoon system

Customer comments "company won't even fix gate on lagoon." I attempted to call the customer twice, leaving a message on 2/9/08 to call me if they wish to further discuss the matter. I have not been contacted. The gate/fence was in good condition during the recent site visit- no deficiencies were noted.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*

## **MEMORANDUM**

**TO:** Jim Russo

**FROM:** Bill Nickle

**RE:**

Mitch Calvert - Aqua Mo rate case complaint –Tomahawk / Lakeside Water System.

**DATE:** February 5, 2008

I first visited the Hipkins home on January 24, 2008. His daughter informed me that he had died that morning. I explained why I was there and would return at a later date. On February 4<sup>th</sup>, I returned to the home and talked to Mrs. Hipkins. During the visit I explained the rate case procedure. She thanked me for the investigation. This complaint can be closed.

## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 12:21 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800589

David Keller  
11075 Sherry Drive  
Holts Summit, MO

Cedar Hills Recirculating Sand Filter system

Customer states "employees never get out of truck." I spoke to the customer on 2/8/08. Customer states that an Aqua Missouri truck regularly spends anywhere from 30 minutes to 3 hours at the facility, with the employee often not ever getting out of the truck. I am following up on a similar claim from a neighbor to this customer (P200800591), who claims to have documented dates and times of the occurrences. I am in the process of obtaining the documentation and will follow up with the company at that point. Investigation will continue consolidated with P200800591.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*

## **MEMORANDUM**

TO: Jim Russo

FROM: Bill Nickle

RE: Brian Miles Aqua Mo rate case complaint – LTA Water System

DATE: February 5, 2008

I explained that the new tank will provide pressure for the system and end the need for high service pumps and bladder tanks. The new pump was needed to pump water to the higher elevation of the new tank and the control panel was a part of the new pump installation.

I explained that the rate design including the quantity of water in the minimum bill was done by staff. Also that the well had been in service for years and the company had not done anything that would change the hardness of the water. We also discussed having a private well drilled and I explained the downside of ownership i.e. investment, power costs and the need to operate the well which includes sampling and maintenance.

Mr. Miles was satisfied with my explanation and this complaint can be closed.

## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 11:47 AM  
**To:** Russo, Jim  
**Subject:** Aqua MO Public Comment- EFIS P200800374

Angie Norris  
4903 Oakridge Road  
Jefferson City, MO

Monticello lagoon system

No phone number was given. No one was home during recent site visit. Comment- "lagoons smell."

No significant odor was detected during recent site visit. The company stated they rarely get comments regarding odor at the facility and will continue to monitor for odor.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*

## **MEMORANDUM**

**TO:** Jim Russo

**FROM:** Bill Nickle

**RE:**

Mitch Calvert - Aqua Mo rate case complaint –Tomahawk / Lakeside Water System.

**DATE:** February 5, 2008

Mr. Novotny was not at his lake home. I talked to his neighbor explaining the rate case procedure. The company has made capital improvements which have a direct effect to the rates. In checking the portion of the complaint concerning restoration of yards after repairs I found it was valid. It appears that the restoration is done by a backhoe and not raked and reseeded.

The neighbor stated that the home will be for sale this spring for \$350,000.

## Russo, Jim

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 3:08 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO Rate Case QS-2008-0005 Comment

Michele Rudroff  
Address unknown

System Unknown

Email comment of "foul smell coming from sewer station." I attempted to contact the customer twice and left a message on 2/13/08 to contact me regarding which facility she is referring to and/or to discuss the issue further. I have received no comment back as of yet.

*Jerry Scheible, P.E.  
Utility Regulatory Engineer  
Missouri Public Service Commission  
(573) 526-6029*

**Russo, Jim**

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**From:** Scheible, Jerry  
**Sent:** Wednesday, February 13, 2008 2:59 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO Rate Case QS-2008-0005 Comment

Cody Rush  
Southwood Hills Road  
Jefferson City, MO

Southwood Hills mechanical plant

Customer email comment "smelling sewer gas for several months." I emailed the customer on 2/9/08 to contact me directly if they wish to discuss the issue further. I have received no comment back to date.  
The company added a flow equalization structure and aerated sludge storage to the facility in 2007, which should improve the function of the plant. Odor was negligible during the 1/23/08 site visit.

*Jerry Scheible, P.E.*  
*Utility Regulatory Engineer*  
*Missouri Public Service Commission*  
*(573) 526-6029*



## **Russo, Jim**

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**From:** Hummel, Martin  
**Sent:** Thursday, January 17, 2008 4:35 PM  
**To:** Russo, Jim  
**Cc:** Merciel, James  
**Subject:** Aquasource public comment P200800373 John Schumert, Lake Carmel

On 10Jan08 I had an extensive discussion with Mr. Schumert regarding water and sewer utility service at Lake Carmel. His primary concern is that he does not have sewer service to his lot. Consequently he has never built a home on his lot. He bought the lot many years ago with the understanding that the developer would install the sewer line past his lot. We also generally discussed and he is aware of Aquasource's tarified sewer extension rule.

## **MEMORANDUM**

TO: Jim Russo

FROM: Bill Nickle

RE: Jerry Shelton Aqua Mo rate case complaint – Tomahawk Heights Water System.

DATE: January 18, 2008

On January 15 Mr. Shelton replaced the cartridge filter that filters the water entering his home. The cartridge was covered with what appeared to an iron residue. On Friday I took samples from the well before the chlorine was injected and a sample from the standpipe. The samples were tested for Iron. The non-chlorinated sample iron level was 0.03 Mg/L. The chlorinated sample iron level was 0.05Mg/L with the total chlorine level at 1.26 Mg/L and the free chlorine at 1.24 Mg/L.

## **MEMORANDUM**

TO: Jim Russo

FROM: Bill Nickle

RE: Harry Waterson Aqua Mo rate case complaint – LTA Water System

DATE: January 29, 2008

I explained that the new tank will provide pressure for the system and end the need for high service pumps and bladder tanks. The new pump was needed to pump water to the higher elevation of the new tank and the control panel was a part of the new pump installation.

Mr. Waterson stated that air in the water was no longer a problem. I explained that the air was the result of the company using a temporary tank to maintain water service during the construction of the new standpipe and that the standpipe would not introduce air into the water system. At Mr. Waterson's request I checked the pressure at his home, the pressure was 42 psi.

Mr. Waterson was satisfied with my explanation and this complaint can be closed.