

Missouri Public Service Commission
Public Comments Report

Date : 11/14/2006

Public Comment ID.	Utility Type	Company Name	First Name	Last Name	City	State	Public Comments	Office Receiving Comment	Staff Person	Resolution
P200700836	Water	S. K. & M. Water and Sewer Company-(Water)	Robert	Guard	Perryville	MO	(Pam) Could understand a much lower increase. Feels this request is too much.	PSC	JMR	Letter sent 12-21-06.
P200700850	Water	S. K. & M. Water and Sewer Company-(Water)	Jill	Hunt	Perryville	MO	(Pam) Opposes such a high rate increase. Can understand a much smaller one. This increase would cause a lot of financial stress on the consumer.	PSC	JMR	Letter sent 12-21-06.
P200700905	Water	S. K. & M. Water and Sewer Company-(Water)	Jeanette	Jarnot	Perryville	MO	(Pam) Opposes rate increase/on fixed income.	PSC	JMR	Letter sent 12-21-06.
P200700906	Water	S. K. & M. Water and Sewer Company-(Water)	Robert	Milliano	Perryville	MO	(Pam) Opposes rate increase.		JMR	Letter sent 12-21-06.
P200700825	Water	S. K. & M. Water and Sewer Company-(Water)	Cindy	Pecaut	Perryville	MO	(Pam) Could tolerate a 10-15% increase but not 97%.	PSC	JMR	Letter sent 12-21-06.
P200700863	Sewer	S. K. & M. Water and Sewer Company-(Sewer)	Dorothy	Ponder	Perryville	MO	see attached		JMR	Letter sent 12-21-06.
P200700844	Water	S. K. & M. Water and Sewer Company-(Water)	Freda	Shrempp	Perryville	MO	QW-2007-0006/cust on fixed income and would nt be able to afford the increase if it went through she is on a fixed income	PSC	JMR	Letter sent 12-21-06.
P200700826	Sewer	S. K. & M. Water and Sewer Company-(Sewer)	John T.	Versheldon II	Perryville	MO	I would hope that in this commission's infinite wisdom, they would see that the proposed water and sewer increases of 89% and 97% respectively by S.K. & M. are both extreme and are unacceptable by the residents of their service area.	PSC	JMR	Letter sent 12-21-06.
P200700834	Both	S. K. & M. Water and Sewer Company-	Donald	Webb	Perryville	MO	Rates shouldn't increase by such a large amount at once. Increases should be done in smaller increases.	PSC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Jane	Besand	Perryville	MO	See attached.	OPC	JMR	Letter sent 12-21-06.

Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Polly & Michael	Boxdorfer	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Both	S. K. & M. Water and Sewer Company-(Water)	Dennis	Eldridge	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Both	S. K. & M. Water and Sewer Company-(Water)	Mrs. Walter	Finger	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Glenda	Grayson	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Email	Sewer	S. K. & M. Water and Sewer Company-(Sewer)	JoAnn	Hansen	St Mary MO	See attached.	PSC	JMR AS	Letter sent 12-21-06. Customer not at home, but talked to adjacent property owner who said the noise was not bad. Company has placed a cover over the blowers.
Email	Water	S. K. & M. Water and Sewer Company-(Water)	Lisa	Lappe	Perryville MO	See attached.	PSC		
Email	Water	S. K. & M. Water and Sewer Company-(Water)	Carole	Martens	Perryville MO	See attached.	PSC	JMR AS	Letter sent 12-21-06. Attempted to contact but house is for sale and no one was home.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Mary	Martins	Perryville MO	See attached.	OPC	JMR AS	Letter sent 12-21-06. Customer has 64 psi.
Email	Both	S. K. & M. Water and Sewer Company-(Water)	Mark E.	Mattingly	MO	See attached.	PSC		
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Karen	McCrary	Perryville MO	See attached.	OPC	JMR AS	Letter sent 12-21-06. Talked to customer about their concerns, may not be opposed to main extension.
Email	Water	S. K. & M. Water and Sewer Company-(Water)	Grace	Newcom	Perryville MO	See attached.	PSC	JMR AS	Letter sent 12-21-06. Not at home, but had 65 psi.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Alyssa	Pecaut	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Randy	Pecaut	Perryville MO	See attached.	OPC	JMR AS	Letter sent 12-21-06. Talked to custoemr and agreed that a pressure recorder would be set this summer to record pressure.
Email	Both	S. K. & M. Water and Sewer Company-(Water)	Dorothy	Ponder	Perryville MO	See attached.	PSC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Scott	Ponder	Perryville MO	See attached.	OPC	JMR AS	Letter sent 12-21-06. Smelled the water and there was no odor. Customer stated there has not been an odor for at least two months.

Letter	Water	S. K. & M. Water and Sewer Company-(Water)	D	Rhodes	Perryville MO	See attached.	PSC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Jim	Robertson	Perryville MO	See attached.	OPC	JMR AS	Site visit on 12-13-06. 52 psi at faucet in back of house.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Edgar	Roth	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Kenny	Staggs	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Tricia	Stork	Perryville MO	See attached.	OPC	JMR	Size of rate increase is to much.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	Ronald & Paulette	Stortz	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Email	Water	S. K. & M. Water and Sewer Company-(Water)	Albert	Unterreiner	Perryville MO	See attached.	PSC	JMR	Letter sent 12-21-06.
Email	Both	S. K. & M. Water and Sewer Company-	B	Unterreiner	MO	See attached.	PSC	JMR	See above entry.
Telephone	Both	S. K. & M. Water and Sewer Company-	Weldon & Mary	Valleroy	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Both	S. K. & M. Water and Sewer Company-	Donald	Verseman	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	John	Versheldon	Perryville MO	See attached.	OPC	AS	Site visit 12-13-06. Pressure with one faucet open was 55 psi, with two open 48 psi. Gave customer a copy of monthly samples showing customer has passed state requirements.
Telephone	Water	S. K. & M. Water and Sewer Company-(Water)	William	Weibrecht	Perryville MO	See attached.	OPC	JMR	Letter sent 12-21-06.

Customer Comment

Date: 11-16-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Jane Besand

Address: 1641 Hwy B, Perryville

Phone Number: 573-547-2326

Comments:

- Has no problem with a rate increase, but 97% is a little extreme.
- Doesn't matter when the last increase was, it is not customer's problem.

cb

Customer Comment

Date: 11-16-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Polly & Michael Boxdorfer

Address: 80 Christine St, Perryville

Phone Number: 573-547-4605

Comments:

- Opposed to 97% increase, it is outrageous.
- Unreasonable to increase that large of an amount at one time.
- Amount would be more than City of Perryville customers pay.
- Wouldn't be able to sell their house with that high amount for water & sewer.

cb

Customer Comment

Date: 11-16-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Dennis Eldridge

Address: 51 Iola, Perryville

Phone Number: 573-547-3987

Comments:

- Doesn't want to pay more than they already do.
- Is new to subdivision and has 3 kids plus baby on the way.
- Can't pay more.

cb

GW-2007-0006/GS-2007-0007



STATE OF MISSOURI
OFFICE INFORMATION MEMO

DATE 11/6/2006		TIME <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM 2:45
TO Christina		DEPARTMENT OR DIVISION
FROM Mrs Walter Finger		DEPARTMENT OR COMPANY
PHONE NO. 573-547-4196		RECEIVED BY Jere
<input checked="" type="checkbox"/> Called/was here to see you <input type="checkbox"/> Wants to see you <input type="checkbox"/> Will call again <input type="checkbox"/> Wants you to call <input type="checkbox"/> URGENT <input type="checkbox"/> Returned your call <input type="checkbox"/> Prepare for my signature <input type="checkbox"/> For your information <input type="checkbox"/> Review <input type="checkbox"/> Take necessary action <input type="checkbox"/> For your signature <input type="checkbox"/> As requested		
REMARKS/MESSAGES 3065 Hwy B Shaketown, Mo 63775 Unders tands need for rate increase, but not so much at one time.		

Customer Comment

Date: 11-8-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Glenda Grayson

Address: 117 Brookline Dr, Perryville

Phone Number: 573-547-3132

Comments:

- Against 97% increase
- Could see small increase, but 97% above board and too extreme
- \$1-2 would be OK but 97% is too much

cb

Russo, Jim

From: infosys2@amm.org
Sent: Tuesday, November 14, 2006 2:30 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: SK&M Water & Sewer rate increse QS-2007-007 QW-2007-006

I own a house connected to SK & M Water & Sewer. A lift station behind the house makes an extremely annoying whining sound most of the time—noise pollution. Any time spent in the back yard could make a person crazy unless you are mowing or running some equipment to drown out the noise. An improvement to the system BETTER include silencing that pump. However, the rate increase is exorbitant—what are options for those who simply cannot afford such an increase? My house is rental property, so I pay the water bill only when the house is vacant. The bill of \$25.00 per month when no water/sewer is used is extremely high so I usually disconnect when the house is vacant and re-connect when occupied. That seems to be no longer feasible when the re-connect fee jumps from \$10 to \$50, but paying \$50 per month when the house is unoccupied is not feasible either. Also, I will probably have to reduce rent to help the renter cover the huge cost increase.

I feel the system could definitely use some improvement, but raising rates this much is ridiculous.

JoAnn Hansen
254 PCR 822
St Mary MO 63673
573-547-4719
infosys2@amm.org

11/15/2006

Russo, Jim

From: Carole Martens [sfi90@charter.net]
Sent: Tuesday, November 07, 2006 8:59 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: S.K.M. Water & Sewer

We're responding to reference request number QS-2007-0007.

A 97% increase is ridiculous, I can understand a 10-15% increase. What are doing, paying Mr. Sutterer's medical bills.

With reference to request number QW-2007-0006, an 89% increase is not only ridiculous but disgusting and the reasons are why. Again, a reasonable increase of 10-15% would be acceptable but not 89%. Again, what are we doing paying Mr. Sutterer's medical bills.

1. The flavor of the water is disgusting
2. Majority of the time, we have no water pressure
3. At least once a month, we are without service
4. If it is to be known, probably the majority of the time, the water doesn't pass inspection. We have a purification system in our home and there are other families that also have purification systems.

Richard & Carole Martens
390 Outer Circle Drive
Perryville, MO 63775
sfi90@charter.net

11/8/2006

- They got a septic tank themselves and did not hook on to the sewer. They bought 2-3 acres extra so they could have a septic tank.
- They moved there in 1978 and replaced the tank about 3-4 years ago. Others will be having theirs replaced in the near future. Other people have bought their own septic tanks rather than pay to hook on.
- How are other people going to be attached to the sewer system? Will they have to pay for the entire line?
- Mike at SK&M promptly works on problems, but doesn't always fix them the first time.
- The % they are asking is out of line. It should have been gradual.

cb

Customer Comment

Date: 11-⁷~~8~~-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Mary Martins

Address: 17 St. John's Court, Perryville

Phone Number: 573-547-6867

RECEIVED

NOV 09 2006

UTILITY OPERATIONS
DIVISION

Comments:

- Opinion is that rate increase is OK but this is too high of a %. Understands that price goes up, but % too high. Should have been a gradual increase over time.
- Water is not good: bad pressure, things floating in water & w/o water often w/o notice. Water pressure so low that cannot do laundry and take a shower. Lived w/low pressure because amount paid was not too bad, but if paying \$70 for w&s then wants increase in quality & service.
- Works at daycare and one time there was no water before the children got lunch. Owner called and was told there was nothing co could do. Business w/children has to have water and co could have been nicer.
- Service and quality of water doesn't justify large % increase. Got no notice that they needed an increase.
- Lived in subdivision for 18 years and has well behind her house. She knows the equipment is not in good repair.
- Wants public hearing so people can voice their opinion. If increase was 35% or even 50%, she wouldn't like it but could live with it.

cb

Customer Comment

Date: 11-17-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Karen McCrary

Address: 315 Tanglewood, Perryville

Phone Number: 573-547-1612

Comments:

- Ungodly too high to pay \$40/month for water. They only paid \$15/month when they had children at home. Now it is just the two of them.
- A gradual increase would be OK, but not this amount. That is out of line.
- Service in general is OK, but there is no notice sometimes when water goes out. After an outage, they can't drink the water for a while.
- Knows the pipes are getting old.
- Their pipes go two lots away to get to their meter. They are responsible for all that pipe. In 8 years they have had to fix their pipes about 6 times. Finally they replaced the whole line themselves about 2 years ago.
- Knows their pipe has fallen apart from meter to their house, so knows pipe is bad elsewhere.
- No-one else has their meter that far away. She asked SK&M to move the meter to their lot, but he didn't. It is not fair they have such long pipe they are responsible for.
- About 3 years ago, SK&M wanted them to pay for a sewer pipe three houses away to her house so they could hook on to the sewer system. It would have cost them about \$1000. They were told the first person who hooks on gets charged for the entire pipe. It would have been OK for them to have to pay for pipe from the road to the house, but SK&M wanted them to pay from the last house hooked on.

Russo, Jim

From: Grace Newcom [gmnewcom@hotmail.com]
Sent: Thursday, November 02, 2006 5:46 PM
To: mopeo@ded.mo.gov
Cc: Water.Sewer
Subject: S K & M Water and Sewer Co. Inc. QS-2007-0007 QW-2007-0006

Gentlemen,

I received a letter from S K & M Water and Sewer Co. Inc. indicating that they have applied for rate increases. We have had services from this company since 1976 and there have always been problems - leaking water lines, water quality issues, lack of water pressure, etc. Numerous additional households have been added to the system over the years, which always creates water pressure issues with those of us in Shakertown.

I can understand the need for an increase, however, 89% and 97% seem outrageous!!! If the company needs to raise rates to put the Company on solid financial footing, this seems to me an issue of management and raising rates is not going to improve management of funds.

I certainly hope you will consider a reasonable increase - these increases will be a hardship on the elderly and young families who receive services from S K & M and I am sure the service will not improve just because they have a rate increase.

Thank you for allowing me to address this issue.

Grace Marie Newcom
2801 PCR 501
Perryville, MO 63775

Use your PC to make calls at very low rates

11/6/2006

Customer Comment

Date: 11-7-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Alyssa Pecaut

Address: 496 Outer Circle, Perryville

Phone Number: 573-547-4780

Comments:

- Wants to voice opposition to increase
- A small increase would be OK, but 97% is too much

cb

QW-2007-0006/QS-2007-0007

STATE OF MISSOURI
OFFICE INFORMATION MEMO

DATE 11/6/2006		TIME <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM 3:04
TO Christina	DEPARTMENT OR DIVISION	
FROM Randy Pecaut	DEPARTMENT OR COMPANY	
PHONE NO. 573-547-7439	RECEIVED BY Jere	

<input checked="" type="checkbox"/> Called/was here to see you	<input type="checkbox"/> Wants to see you	<input type="checkbox"/> Will call again
<input type="checkbox"/> Wants you to call	<input type="checkbox"/> URGENT	<input type="checkbox"/> Returned your call
<input type="checkbox"/> Prepare for my signature	<input type="checkbox"/> For your information	<input type="checkbox"/> Review
<input type="checkbox"/> Take necessary action	<input type="checkbox"/> For your signature	<input type="checkbox"/> As requested

REMARKS/MESSAGES

41 Mary Street
Shakertown, MO 63775
Ridiculous rate increase - lived there
17 yrs w/o rate increase Small increase
would be justified.
low water pressure - has complained with
no results
Company shuts off water w/o pre warning
anyone which can ruin their water
softeners
letter sent out indicates rate is automatic

Russo, Jim

From: DorothyP [gmapx8@sbcglobal.net]
Sent: Saturday, February 16, 2002 3:46 AM
To: Water.Sewer
Subject: QS-2007-0007 and QW-2007-0006

Dorothy Ponder
200 Lynwood drive
Perryville, MO 63775
November 7, 2006

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Attn: Water/Sewer Department

To Whom This Concerns:

I was shocked but not surprised when I received the rate increase proposed by the S.K. & M Water and Sewer Co. Shocked because the proposed rate increase per both water and sewer are preposterous and ludicrous. Not surprised because it is common knowledge that MR. Sutterer has serious health problems and his daughter now comes on as the "operator" of the business.

What credentials does Angela Sutterer Swan have to operate a Water and Sewer Company.

I, myself, have not used the water for drinking for many years. The water had an odor. Customers do not receive notice of annual water checks regarding bacteria and water safety, etc. Are the water lines being flushed each month??

Mr. Sutterer has been lax in the past concerning water and sewer ethics. How would a rate increase solve the above issues ??

Health problems can pose a financial burden. Lack of business knowledge and hopes for financial gain, as I see it, are the primary reasons for the rate increase. Neither justifies burdening the customers.

Please consider the consumers as you investigate the above issues.

Thank You!

Sincerely,
Dorothy Ponder

11/8/2006

Customer Comment

Date: 11-20-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Scott Ponder

Address: 32 Rolling Hills Ln, Perryville

Phone Number: 573-768-2865

Comments:

- 97% increase is a little much
- Water should be cheap

cb

461 Tanglewood
Perryville Mo
63775

RECEIVED

NOV 06 2006

UTILITY OPERATIONS
DIVISION

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

Dear Sirs:

Today in my mail I rec'd a letter stating K + M Water + Sewer Company submitted a request for a permanent increase in its water + sewer rates.

I realize everything goes up in price — but I consider an almost 100% increase in rates ridiculous. I'm a widow on a fixed income! If everyone I get bills from ^{would} raise their statements 100% I'd be broke. I have just water I have no sewer, just a septic tank like all the rest of residents here in Tanglewood.

Doris Rhodes
(Mrs Eugene)
461 Tanglewood Dr
Perryville Mo
63775

Customer Comment

Date: 11-21-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Edgar Roth

Address: 48 Christine, Perryville

Phone Number: 573-547-6399

Comments:

- Wants to voice his displeasure regarding the proposed increase
- Has lived in Shakertown for 14 years. When he moved there, his new water bill was the same for 1 month as his old water bill for 3 months.
- Does not know what upgrades they are getting for the increase in rate.
- Not opposed to slight increase, but almost 100% is ridiculous
- Would like a public hearing
- He is concerned that they are getting an increase now and rumors are they will be taken over by City of Perryville and there will be another raise in rates as well.

cb

Customer Comment

Date: 11-10-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Kenny Staggs

Address: 537 Outer Circle Drive, Perryville

Phone Number: 573-547-2802 or 573-513-2802 cell phone

Comments:

- SK&M water system is listed as Mike Suter but the bank controls it because he couldn't get company in his name. He is in bad health and the Bank of Missouri is pushing this. We have a Public Service Commission. We are in process to see if we can annex into the city of Perryville to eliminate this problem.
- This is the 2nd or 3rd time we have been thorough this regarding large increase.
- Firmly against any increase at all
- We are ready to annex into the city we can all save money by doing this
- If you have any questions please call him on his cell phone

ks

Customer Comment

Date: 11-16-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Ronald & Paulette Stortz

Address: 37 Iola St, Perryville

Phone Number: 573-547-4896

Comments:

- If rate was $\frac{1}{4}$ of what was being asked or about \$20 more, that would be an OK rate hike. But not 97%.
- If they were replacing equipment, he could see a rate increase. But they are not replacing and haven't upgraded anything.
- A gradual increase might be OK, but not 97% all at once.

cb

Russo, Jim

From: Albert Unterreiner [unterrs@midwest.net]
Sent: Thursday, November 02, 2006 1:57 PM
To: Water.Sewer
Subject: Re: Rate increase request numbers QS-2007-0007, and QW-2007-0006

Gentlemen

I think that blindsiding customers with a 90% water rate increase & almost a 100% sewer rate increase is TOTALLY OUT OF LINE. Even though I'm only a water user, think of what I would be looking at as a Water/Sewer user. Is the condition of S K & M that bad, that it will take an almost 100% rate increase to put them on a better financial footing, with better equipment ? All utilities, both large and small seem to think, that now is the time to raise rates, because big oil companies get by with it all the time. As a past business owner, I could not raise prices every time cash flow went down. I had to find better ways to stretch my operating budget. I think maybe a rate increase of not more than 30% across the board will do fine. Electric utilities have to deal with "fuel cost increases" and they only are raising their rates LESS THAN 20%. Thanks for your time & consideration.

I am:

Albert Unterreiner
600 Tanglewood Dr.
Perryville, Mo 63775
(573) 547-4437

11/6/2006

Customer Comment

Date: 11-13-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Weldon & Mary Valleroy

Address: 76 Mary Street, Perryville, MO 63775

Phone Number: 573-547-6698

Comments:

- Firmly against any increase at all
- Lived there for 29 years and rates have increased 4 times
- Too large of an increase at one time

jb

Customer Comment

Date: 11-21-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: Donald Verseman

Address: 32 Christine, Perryville

Phone Number: 573-547-8157

Comments:

- Has problem with doubling – it is unreasonable
- Can sympathize that owner has been unable to update the system, but 97% is too much

cb

Customer Comment

Date: 11-10-2006

Facility: SK&M Water Services

Case Number: QW-2007-0006 & QS-2007-0007

Name: William Weibrecht

Address: 538 Outer Circle Drive, Shakertown

Phone Number: 573-547-8341

Comments:

- 30% would be high 97% ignorant
- We could build new water system for that price
- We oppose the increase