

**Missouri Public Service Commission**  
**Public Comments Report**

Date : 12/17/2007

**SUMMARY:**

**Unique Responses**            **15**  
**Duplicate Responses**       **5**  
**Total Responses**           **20**

<b>Public Comment ID.</b>	<b>Utility Type</b>	<b>Company Name</b>	<b>First Name</b>	<b>Last Name</b>	<b>City</b>	<b>State</b>	<b>Public Comments</b>	<b>Office Receiving</b>	<b>Staff Person</b>	<b>Resolution</b>
P200800288	Water	Roy-L Utilities, Inc.	Mary	Coghlan	High Hill	MO	(ddw)Customer believes asked for rate increase is way out of line and would increase her rate from \$8 to \$45.15/ customer is single widow and this would represent a hardship.	PSC	JMR	Letter sent December 4, 2007.
P200800285	Water	Roy-L Utilities, Inc.	Gay	Coleman	High Hill	MO	(jmr) Opposed to exorbinant size of increase. Not opposed to a smaller increase.	PSC	JMR	Letter sent December 4, 2007.
P200800291	Water	Roy-L Utilities, Inc.	John	Davis	High Hill	MO	(ddw)Customer beleives rate increase request is outrageous/ customer believes that the service of the company is too poor to warrant an increase/ nearby towns are already much cheaper than his area and sees no justification for this increase.	PSC	JMR	Letter sent December 4, 2007.
P200800297	Water	Roy-L Utilities, Inc.	Terrie	Davis	High Hill	MO	(ddw)Customer against increase/ against monthly billing as well/ customer feels request is extreme/ customer wants to know itemization of how they will spend increase/ customer feels they have not taken care of system as it is.	PSC	JMR	Letter sent December 4, 2007.
P200800298	Water	Roy-L Utilities, Inc.	Terrie	Davis	High Hill	MO	(ddw)Customer against increase/ against monthly billing as well/ customer feels request is extreme/ customer wants to know itemization of how they will spend increase/ customer feels they have not taken care of system as it is.	PSC	JMR	Letter sent December 4, 2007.

P200800306	Water	Roy-L Utilities, Inc.	Roger	Deveport	High Hill	MO	customer said to leave company as is; no changes are needed.	PSC	JMR	Letter sent December 17, 2007.
P200800307	Water	Roy-L Utilities, Inc.	Roger	Deveport	High Hill	MO	customer said to leave company as is; no changes are needed.	PSC	JMR	Letter sent December 17, 2007.
P200800258	Water	Roy-L Utilities, Inc.	Ken	Gilbert	Highhill	MO	rate increase in outrageous;water system is bad they should have been maintaining it all along; now they want to raise rates; I am on a fixed income can not afford anything else going higher,.	PSC	JMR	Letter sent December 4, 2007.
P200800283	Water	Roy-L Utilities, Inc.	Dan	Ingles	High Hill	MO	(Pam) Opposes rate increase, feels \$50 is enough to pay now.	PSC	JMR	Letter sent December 4, 2007.
P200800284	Water	Roy-L Utilities, Inc.	Dan	Ingles	High Hill	MO	(Pam) Opposes rate increase, feels \$50 is enough to pay now.	PSC	JMR	Letter sent December 4, 2007.
P200800278	Water	Roy-L Utilities, Inc.	Eleanor	Jennings	High Hill	MO	(JMR) Against rate increase. Week-end retreat only visits occassionly. Increase is way to high for the amount of use. The water is actually turned off for 4 to 5	PSC	JMR	Discussed with customer via telephone on November 28, 2007.
P200800294	Water	Roy-L Utilities, Inc.	Esther	Kimbley	High Hill	MO	(ddw)Customer protests rate increase since there was no warning and it is unclear what the raise is for/ customer says it will be a hardship if increase is put on place since she is on a fixed income/ feels utility should itemize what will be changed	PSC	JMR	Letter sent December 4, 2007.
P200800269	Sewer	Roy-L Utilities, Inc.	Kevin	Lane	High Hill	MO	We have reviewed the rate increase proposal for Roy-L Utilities and find the proposed amount to be excessive. Please review the case thoroughly before approving. We feel a 302% increase is rather excessive. Thank you for your	PSC	JMR	Letter sent December 4, 2007.

P200800268	Water	Roy-L Utilities, Inc.	Kevin Leigh	High Hill	MO	We have reviewed the rate increase proposal for Roy-L Utilities and find the proposed amount to be excessive. Please	PSC	JMR	Letter sent December 17, 2007.
P200800290	Water	Roy-L Utilities, Inc.	Judy Miriani	High Hill	MO	(JMR) Against size of increase.	PSC	JMR	Discussed with customer via telephone on November 29,
P200800292	Water	Roy-L Utilities, Inc.	John Moran	St. Charles	MO	Subject utility has collected fees for many years and have not put any money back in the utility company. The owner was asked about any reserve the utility company had for maint. of water lines etc.any the answer was we don't need a reserve. All p	PSC	JMR	Letter sent December 4, 2007.
P200800286	Water	Roy-L Utilities, Inc.	Barbara Williams	Ranch RoyL	MO	They have owned some property for 18 years. The water co. hasn't made any repairs to the system in that entire time. It is unreasonable to request or receive this large of an increase. The proposed rates are excessive.	PSC	JMR	Letter sent December 4, 2007.
E-mail	Both	Roy-L Utilities, Inc.	John Davis	Warrenton	MO	See attached.	PSC	JMR	E-mail response sent December 3, 2007.
Letter	Both	Roy-L Utilities, Inc.	Wesley A. & Nancy S. Pape	High Hill	MO	See attached.	PSC	JMR	Letter sent December 4, 2007.
Letter	Water	Roy-L Utilities, Inc.	Vernon & Louise Storie	High Hill	MO	See attached.	PSC	JMR	Letter sent December 4, 2007.

**SUMMARY:**

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**Russo, Jim**

**From:** Davis, John [John.Davis@safholland.com]  
**Sent:** Thursday, November 29, 2007 12:37 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** FW: QS-2008-0001/QW-2008-0002

This e-mail is in protest of the requested increase of customer rates for Roy-L Utilities. The letter I received states "The Company believes these increases in its operating revenues are necessary":

- 1) due to increases in utility plant investment;

When I discussed this with the secretary it was explained that this was for future expenses no new investments have been made.

- 2) increases in operation and maintenance expenses;

The following items were shared:

Hire certified water operator to do monthly checks PSC required? When I checked with other local utilities they said they are not required to do

this. \$400 per month

\$4800 annual

Down turn valve

\$1600

Chlorinator for lagoon

\$2000

Fence around

lagoon ?

Replace lines over outlot G & H due to leaks

\$5000 or less

Refurbish pressure tank

?

Clean up around lagoon

?

Of the items above only the certified water operator would be an ongoing expense. This would support a \$6.77 monthly increase based on 59 customers if it is a requirement. I have addressed the other expenses above under item 6).

- 3) increases in the Commission's annual assessments;

I am awaiting a return call (called 11/28/07) from the commission on this issue. It would not be unreasonable to have an increase to offset any increase in cost. Current \$400 annual?

- 4) increases in the Department of Natural Resources' Annual sewer discharge permit fees;

There have been no increases of this fee since the year 2000.

Current \$200 annual paid 5 years in advance?

This does not support an increase.

- 5) changes in the number and type of customers served;

This one I do not understand. I have lived here since 1987 and including the 2 homes I have built I know of only 3 other additional homes. During that time 1 home burnt

down another is now vacant leaving a net increase of 3 homes over a 20 year period. I

believe there is approximately 60 customers of which approximately 15-20 live here year round the balance are weekenders at best and some only utilize these homes/cabins during the summer months. This being considered I do not believe it supports an increase of this magnitude due to "changes in the number and type of customers served" as neither has really changed.

This does not support an increase other than normal power usage increases.

6) and because it has been 25 years since there has been a rate increase".

I do not disagree that an increase may be necessary but it should be one that is reasonable based on actual cost. If the total of all repairs/neglected maintenance is \$15000 it still would not justify the requested increase and would be a 1 time expense. This means most if not all of the future residual income each year is profit (\$32000 annual). Had years past profits been put into the upkeep of the system this large outlay might not be required all at once and is it necessary to be do all of it right now or can it be spread out over a few years? Does this mean at some point in the future there will be a request for another large increase due to lack of maintenance and procedures? Is the certified water inspector really a requirement and does it need to be checked monthly? It seems that most of these items are not new needs or requirements and should have been addressed as the issue/problem occurred over the past 25 years. Should it be the responsibility of the customers to pay for lack of maintenance and/or normal changes required or that of the utility company to manage and control cost as necessary? In addition any increase should be in line with surrounding areas. When I checked the surrounding towns (there cost would be higher to run and maintain compared to Roy-L due to number of customers, consumption levels, employees, etc.) with this increase our rates would be the highest combined (including trash pickup) of anyone in the area and would be 3 times the amount of the closest town. High Hill \$3.50 water, \$7.20 sewer, \$8.50 Trash for a Total of \$19.20 per month we currently pay \$33.70 (already 43% more) with the increase it would be \$67.15 (71% more). Even though there has not been a major increase in 25 years. The current rate is higher than the closest utility and I feel this level of increase is unsubstantiated and request the Commission deny this level of increase as it is unreasonable and not comparable with the area's cost structure for this type of service. Nor has the utility proven ongoing need to be efficient and profitable only immediate requirements that might be addressed by using other options.

John Davis  
SAF Holland  
Warrenton Mo, 63383  
(636)456-6728  
john.davis@hollandusa.com

Wesley A. and Nancy S. Pape  
6 Heron Lane  
High Hill, Missouri 63350

RECEIVED  
NOV 07 2007

November 5, 2007

UTILITY OPERATIONS  
DIVISION

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

Reference: Request # QS-2008-0001  
                  QS-2008-0002

Gentlemen,

On November 3<sup>rd</sup>, 2007 we received a notice from Roy-L Utilities, Inc. of a submitted request for permanent increases in its current water and sewer rates, proposed to the Missouri Public Service Commission. These proposals were submitted on October 23<sup>rd</sup>, 2007 from Roy-L Utilities, Inc.

The customer rate increases for the annual water and sewer operating revenues of 463% and 302%, respectively, are totally preposterous.

The increases in operation for the electric, we do agree, have gone up approximately 6.2% effective May 2007, per Consolidated Electric.

The maintenance that has been done on the water system, has been done through an independent person who donated their time and money to help keep the water system working. The pressure tank for the water system needs the pressure built up daily, which is done also by an independent person on a voluntary basis.

The chlorine that is put into our water system, definitely is not healthy. The levels that are added to our system, we do not believe are properly measured. The odor that is omitted from this procedure does burn your eyes and body. From articles that have been researched, Chlorine is added to everything from household cleaners, vinyl, plastics, and wood pulp and recycled paper to swimming pools and washing machines. The same chlorine found in bleach is an excellent disinfectant for drinking water. Very small amounts are used to help purify drinking water. In the case of chlorinated drinking water, the problem is that chlorine undergoes many changes when added to water, forming small amounts of potentially cancer causing by products such as trihalomethanes.

As for the upgrades to our water service, none have been done as to our knowledge. If the chlorine additive was an improvement, that could be considered. We now buy bottled drinking water because of this 'improvement'. No letter or notice has been sent out as to any upgrades or improvements.

Outlot 'G' in our community has waterlines laced throughout the area with constant water line breakage. Mr. Dale Bryer, a local plumber, hired to repair damaged lines, informed us of the problems that Outlot G has and stated that water lines are only 18" deep throughout our community.

The sewer system has had no upgrades or maintenance completed, to our knowledge.

The water pressure problems and outages (not to include electric company outages) are a constant reality. The customers of Roy-L Utilities, Inc. have to wait several hours after making numerous unanswered telephone calls for someone to reset the pump.

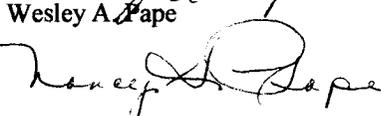
With this proposed rate increase, our water and sewer system costs will supersede that of St. Charles,

Florissant, and Hazelwood, Missouri., with decreased efficiency and quality. We do not believe that substandard services should be awarded additional funding with a history of poor management and quality.

Thank you for taking the time to read our opposing views and comments.

Respectfully submitted,

  
Wesley A. Pape

  
Nancy S. Pape

enclosures

11-6-07

We want to protest the increase in our water bills. We are only at our cabin 6 or 7 weekends a year and it's not fair to pay this ridiculous increase.

Thank you,  
Vernon + Louise Storie  
2400 Bristow  
Charlack, Mo. 63114  
314-428-7589