

Missouri Public Service Commission
Public Comments Report
QS-2008-0006
Aqua Missouri, Inc. (Development)-(Sewer)

Unique Comments Received	11
Duplicate Comments Received	<u>2</u>
Total Comments Received	13

Date : 1/30/2008

Item	First Name	Last Name	City	State	Public Comments	Office	Staff Person	Resolution
Letter	Don	Bell	Laurie	MO	See attached.	Both	JMR	Letter sent 1/16/08
E-mail	David L. & Myra L.	Brazie	Laurie	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
Letter	Bertie	Cunningham	Laurie	MO	See attached.	Both	JMR	Letter sent 1/10/08
Letter	Bernard	DeBok	Gravois Mills	MO	See attached.	Both	JMR	Letter sent 1/17/08
E-mail	Martha	Fiser	Laurie	MO	See attached.	Both	JMR	E-mail response sent 1/2/08.
Letter	Martha	Fiser		MO	See attached.	Both	JMR	Comment Submitted Previously
E-mail	Roger J.	Gibson	Laurie	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
Letter	Mr. & Mrs. Lile J.	Harper	Laurie	MO	See attached.	Both	JMR	Letter sent 1/10/08
Letter	J. R.	Lovell	Laurie	MO	See attached.	Both	JMR	Letter sent 1/10/08
Letter	Norma K.	Lovell	Gravois Mills	MO	See attached.	Both	JMR	Letter sent 1/10/08-Duplicate Request
Letter	Mervyn & Eileen	Moeller	Gravois Mills	MO	See attached.	Both	JMR	Letter sent 1/10/08
Letter	Jean	Ross	Laurie	MO	See attached.	Both	JMR	Letter sent 1/10/08
E-mail	Lee & Ruth	Sparks	Laurie	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.

QS-20008-0006

E-mails Received

By The

Water & Sewer Department

Russo, Jim

From: dbrazie@charter.net
Sent: Saturday, December 29, 2007 12:49 PM
To: Water.Sewer
Cc: mopco@deed.mo.gov
Subject: Aqua Missouri Inc.

Dear Sirs/Madams;

Aqua Missouri Inc., filed a request with the Missouri Public Service Commission on December 7, 2007 to increase it's rates for Sewer Service at Ozark Meadows Subdivision in the amount of 352.3%. We are residents of Ozark Meadows which is in the City of Laurie Mo., in Morgan County. There are 18 homes in the subdivision at this time, all occupied by retired people on fixed income.

We have never seen anyone from the company in question, and have no idea what they do for their money. We received a bill in April 2007 and did not receive another one until December 2007, in the amount of \$230.43. That is an average of approximately \$32.00 per month. They based the amount on what they said was our water usage, including the water we use to wash the car, water the lawn, etc., which does not enter the sewers.

In 2006, this same request came up and was rejected by the Public Service Commission. Until that time we were paying \$35.00 per month. Suddenly the rate went down to less than \$10.00 per month, until April 2007. Then we got whacked. Some of our neighbors valled the company to determine why we were not getting a bill each month, and the answer was "I don't know". Everything they do is impossible to understand.

This request to increase our rates by 353.3% is rediculous, and I hope the Commission will carefully review it.

Yours Sincerely
David L. Brazie
Myra L. Brazie
106 Evergreen Court
Laurie Mo. 66037

Russo, Jim

From: Marty [m3f2ktz@yhti.net]
Sent: Wednesday, December 26, 2007 6:08 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov; custserv@aquaamerica.com
Subject: Aqua Missouri, Inc. - Rate Increase Request

Attn: Water/Sewer Dept.
 Public Service Commission
 AND COPY TO
 Attn: Lewis Mills
 Office of Public Counsel
 AND COPY TO
 Attn: Customer Service
 Aqua America

Regarding QS-2008-0006 Aqua Missouri, Inc.

I received a letter dated December 26, 2007 from Aqua, P. O. Box 7017, Jefferson City, MO 65102 (the return address as shown on the back of the letter for mailing purposes), regarding a request for a rate increase as respects the residential users of Ozark Meadows. I can not tell if this applies only to Ozark Meadows in Laurie, Missouri. We have in the past been referred to as Ozark Meadow II. It is my understanding that there is another Ozark Meadows community in Osage Beach, MO.

Before taking up the subject of rate increase request, I would like the Counsel and the Commission to be aware of our latest billing which we received, without any letter of explanation. We were each billed for 7 months, a period from 4-24-07 to 11-26-07 (7 months).

Many of us have our bill paid by direct debit from our checking accounts, myself included, therefore I was not aware that I had not been billed for 7 months. The pertinent information from that bill is reflected below:

Bill Date	Total Amount Due	Billing Period	Days	Meter Readings	Usage	Units
Average Daily Usage						
December 05, 2007	\$117.90	11/26/07	216	2185700	134,600	Gallons
623		04/24/07		2051100		

I was shocked by the amount as I thought this was the usual 1 month bill. My first thought was that I have a water leak but my water bill from the City of Laurie was not excessive. As I began to examine the bill I noted that the Average Daily (water) Usage indicated 623 Gallons. Of course, this was totally unreasonable. Then I noticed the bill was for 216 days with a total usage of 134,600. I then called Aqua and the young man I spoke with could only tell me that my meter reading had been showing 00 Usage. Nothing seemed to make sense. He finally said someone would have to call me back. In the meantime I examined my City of Laurie water bills and discovered the real problem, that I was being billed for 7 months (less a 2 month minimum totaling \$14.80) and that the meter reading was, for some unknown reason shown as 10 times the correct amount, even though the amount due appeared to be about normal. I call this to your attention mainly so that you will be aware of what appears to be a rather inefficient method of billing as well as so that you will not be under the impression that we are all using a tremendous amount of water for what appears to be too low a sewer charge.

Now to the request for a rate increase, this is the first time I have seen the actual rate being charged. We apparently paying not only a minimum per month of \$7.40 for no usage and added to that we are paying \$0.59 per 1,000 gallons usage. This comes out to be about \$17.00 a month. My water bill from the City of Laurie averages about \$20.00 a month. This seems about right as I understand that the other residence of the City of Laurie pay a bit less for their sewer treatment service as they do for their water. The homeowner of Ozark Meadows are all residence of the City of Laurie and in all fairness, our sewage treatment service should not far exceed what we would be paying if we had not been excluded from the City of Laurie's sewer service.

1/2/2008

We now have 18 homes which is 4 more than there were in June of 2005 when Aqua last asked for a similar outrageous rate increase. As more homes go on line Aqua makes more money with little or no increase in cost to them. It is my understanding that there are other homes in the close proximity of Ozark Meadows that are now on this system adding that much more to Aqua's profits. I don't know what rate these homeowners are paying. You may want to investigate their rates as well. There will probably be other homes added to the system, outside the Ozark Meadows complex, within the immediate/adjoining area. Aqua's income should make a natural growth with these expansions.

Even those of us on fixed incomes, most of the Ozark Meadows homeowners, can expect normal increases in all things but a 352.3% increase in an essential service can not be tolerated. My monthly sewer bill would increase from about \$20. to \$70. a month. Think what would happen to all of us here if our absolutely necessary utility bills increased by 350%.

I am sending this information by E-mail, but will also send it by letter with some documents attached including my E-mail to you regarding the previous rate increase request in June of 2005.

Please give this matter your fair consideration.

Sincerely

Martha Fiser
102 Aspen Ct.
Laurie, MO. 65037
573 374 7516

Russo, Jim

From: rgibson2 [rogerj106@charter.net]
Sent: Wednesday, December 26, 2007 8:39 AM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri Inc proposed rate increase

Dear Sirs/Madams

I am writing this letter in regard to the proposed rate increase by Aqua, on it's customers in the Ozark Meadows sub-division, in Laurie MO 65037.

According to the notice, as I read it, they want a rate increase of 352.3%. We think that figure is preposterous, absurd, and unreasonable. For instance, they claim an increase in investment. Of \$23,000 (\$1000 per home) when actually there are only 18 homes in this subdivision. Of these 18 homes, 8 are occupied by only one person, 10 are occupied by 2 persons. All of the homes are occupied by retirees, many, of whom, live on Social Security benefits.

I hope that the Public Service Commission and The Office of Public Counsel, will thoroughly investigate this ridiculous proposal, and also, investigate this poorly operated company's business practices, as we have not received a bill from them since May 17th 2007. And, furthermore, we are unable to contact a responsible person, in their office, to get any information.

Thank you,
Roger J

Gibson

106

Oakwood Ct

Laurie,

Mo 65037

FREE Christmas Animations for your email – by IncrediMail!

[Click Here!](#)



Russo, Jim

From: Lee @ Ruth Sparks [leeruth@yhti.net]
Sent: Tuesday, January 01, 2008 10:56 AM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Ozark Meadows

Dear Sir:

I am writing in regards to the proposed rate increase by Aqua Missouri, Inc. on it's customers in the Ozark Meadows sub-division, in Laurie MO 65037.

My wife and I moved into Ozark Meadows in September 2006. This is how I was billed.

- Oct. 2006 billed and paid \$36.17
- Nov. 2006 thru Feb. 2007 no billing received
- Mar. 2007 billed and paid \$5.98
- Apr. 2007 billed and paid \$7.40
- May 2007 billed and paid \$9.76
- June thru Nov. 2007 no bill received
- Dec. 2007 billed and paid \$262.83 under protest.

Before paying the December billing I called Aqua regarding their billing practice. I was told it was rated by our water usage. I tried to explain that there was no way we use 1,760 gallons of water per day nor used 380,200 gallons in 216 days as per their billing. Was told "just pay the bill because we owe it". There seems to be no one there at Aqua who will answer questions about their billing. Another complaint is that the billing, I was told, is by how much water used. We did water lawn and flowers this year trying to establish a nice looking yard. This water did not enter the sewer system.

We hope that the Public Service Commission and The Office of Public Counsel will thoroughly investigate this ridiculous proposal and investigate the poorly operated business practices of this company.

Thank you for your assistance.

Lee & Ruth Sparks
100 Evergreen Court
Laurie, Mo 65037

1/2/2008

Russo, Jim

From: Lee @ Ruth Sparks [leeruth@yhti.net]
Sent: Tuesday, January 01, 2008 11:01 AM
To: mopco@ded.mo.gov
Cc: Water.Sewer
Subject: Fw: Ozark Meadows

----- Original Message -----

From: Lee @ Ruth Sparks
To: water.sewer@psc.mo.gov
Cc: mopco@ded.mo.gov
Sent: Tuesday, January 01, 2008 10:55 AM
Subject: Ozark Meadows

Dear Sir:

I am writing in regards to the proposed rate increase by Aqua Missouri, Inc. on it's customers in the Ozark Meadows sub-division, in Laurie MO 65037.

My wife and I moved into Ozark Meadows in September 2006. This is how I was billed.

- Oct. 2006 billed and paid \$36.17
- Nov. 2006 thru Feb. 2007 no billing received
- Mar. 2007 billed and paid \$5.98
- Apr. 2007 billed and paid \$7.40
- May 2007 billed and paid \$9.76
- June thru Nov. 2007 no bill received
- Dec. 2007 billed and paid \$262.83 under protest.

Before paying the December billing I called Aqua regarding their billing practice. I was told it was rated by our water usage. I tried to explain that there was no way we use 1,760 gallons of water per day nor used 380,200 gallons in 216 days as per their billing. Was told "just pay the bill because we owe it". There seems to be no one there at Aqua who will answer questions about their billing. Another complaint is that the billing, I was told, is by how much water used. We did water lawn and flowers this year trying to establish a nice looking yard. This water did not enter the sewer system.

We hope that the Public Service Commission and The Office of Public Counsel will thoroughly investigate this ridiculous proposal and investigate the poorly operated business practices of this company.

Thank you for your assistance.

Lee & Ruth Sparks
100 Evergreen Court
Laurie, Mo 65037

1/2/2008

QS-20008-0006

Letters Received

By The

Water & Sewer Department

Jan 6-2008

We are writing in regard to the proposed rate increase by Aqua Development for the Ozark Meadows residents in Lamine, Mo. Request # Q5-2008-0006

We are a community of retired people who do not get increases in our pensions. It gets harder each year to keep up with all the increases. We all have health & medicines that we rely on to keep us on our feet. These seem to increase rapidly.

An increase of 352.3% is annual.

We may be forced to see our property & relocate. Most of the residents here are 70+ years of age and a move would be difficult for anyone of us. Please take this into consideration when deciding this issue

RECEIVED

JAN 08 2008

UTILITY OPERATIONS
DIVISION

Thank you

Mr & Mrs Donald Bell
403 Brook Valley Lane
Laurie, Mo 65037

573-374-9224

December 28, 2007

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

Regarding QS-2008-0006 Aqua Missouri, Inc.

As a homeowner at Ozark Meadow in Laurie MO., I have received a letter from Aqua Mo., Inc. advising that they have requested, through your Department, an increase in sewer service rates, both on the monthly minimum, as well as the rate per gallons of water usage, by an exorbitant amount of 352.3%. This will increase the sewer bill for me and the other 17 homeowners from about \$15 /\$25. to \$75./\$100. and perhaps more for homes with two residents.

Ozark Meadows is a modest community for retirees. Most of the homeowners cannot count on an increase in monthly income that would amount to anything close to this type of cost increase. My recent Social Security increase amounted to only a few dollars more than the increase in Medicare premiums. Most retirement pensions never increase. The interest rate on savings often goes down but rarely up.


After years of paying an unfair flat charge for our sewer service of \$35.00 per month, the rate approved by the PSC, only 2 ½ years ago, based on our metered water usage, through the City of Laurie water department, at last, was fair to all homeowners whether single or double occupants. Our sewer cost is still 163% of the rate for the sewer service provided to all Laurie residents, excepting the Ozark Meadow community even though we are residents of Laurie and under their tax base. Furthermore, Laurie rates do not, unfairly, add their \$5.30 monthly minimum onto the 1,000 per gallon usage charge of \$5.30.

Our last bill covering 7 months (who knows why), appears to charge the rate of .59 per 1,000 Gals. (inflating the Gals by 10 times which actually would amount to .59 per 100 Gals) plus the monthly minimum of \$7.40 times 7. Does this make any sense?

Also it is my understanding that there are now other residences, adjoining Ozark Meadows, that are on the same systems that we are, that is Laurie water service and Aqua sewer service. I don't know if these homeowners are paying the same sewer rate as we are, or if they have received the same notice requesting this rate increase. This may be a matter of interest to your investigation, as the number of homes on the service, now and in the future, would increase Aqua's revenue.

Please take these comments into consideration as you investigate and audit Aqua and give us your fair decision.

Sincerely,


Bertie Cunningham
108 Aspen Ct., Laurie, MO 65037

RECEIVED
JAN 07 2008

CC: Christina Baker, PE, JD, Assistant Public Counsel

UTILITY OPERATIONS
DIVISION

January 14, 2008

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

Regarding QS-2008-0006 Aqua Missouri, Inc.

I received a notice from Aqua Missouri, Inc., addressed to Ozark Meadows Customers indicating that they have requested approval of a rate increase amounting to 352.3% . The rate per gallon requested is \$2.67. Not only is an increase of over 350% totally unacceptable but also unrealistic. I would like to make the following comments:

1. On an \$8.00 per month City of Laurie water bill it appears that it will cost \$83. per month to put that amount of water into the sewer system.
2. 100% of the city water metered, does not go into the sewer system such as flower and yard watering, car washing, window and outside house washing, etc.
3. The houses in this development advertised as "Custom Homes for Seniors" appears to have progress very slowly since 1998. There are still many vacant lots, which perhaps puts an unfair burden on homeowners, which is not our problem. As the development continues to grow Aqua should realize the appropriate potential for their investment. Furthermore homes are being build adjacent to Ozark Meadows which are being added to the system. Are these homes being taken into account in this proposed increase?
4. My real estate tax is approximately \$1,100 per year. My water bill is estimated at \$100 per year. This new sewer rate would create a bill of approximately \$995. Something is wrong with the picture when sewage disposal cost becomes nearly as much as real estate taxes and nearly 10 times the water bill.

Since we are all seniors in this addition, it is unlikely that any of us will ever receive much in the way of increase in our incomes. An additional monthly cost of \$65. and, more for some households, for an essential utility service, will put an unfair burden on this group of citizens who are residents of the City of Laurie. We are already discriminated against in regard to sewer services and taxes paid to the city for a service that we do not receive. We should not have to pay any more that other residents of Laurie.

Please take these comments into consideration when reviewing Aqua's request.

Sincerely



Bernard DeBok
104 Aspen Ct
Gravois Mills, MO 65037

RECEIVED

JAN 17 2008

UTILITY OPERATIONS
DIVISION

CC: Christina Baker, PE, JD, Ass't Public Counsel, P. O. Box 2230, Jefferson City, MO 65102

December 26, 2007

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

RECEIVED

DEC 28 2007

UTILITY OPERATIONS
DIVISION

Regarding QS-2008-0006 Aqua Missouri, Inc.

I am attaching a copy of an E-mail I sent 12-26-07, to make certain it reaches you as well as attachments verifying certain information in the E-mail.

Attachments are:

1. E-mail dated 12/26/07 Page 1 and 2
2. E-mail dated 6/8/05 regarding rate increase request made by Aqua 2 ½ years ago. Much of this information is still pertinent. What has changed since that time to warrant a major rate increase? If anything, there are more homeowners using the service, which should be bringing in more revenue for Aqua, without much added expense.
3. A copy of pertinent information from my last Aqua bill for the 7 months period 04/24/07 to 11/26/07 which, as you will see, is difficult to understand the basis for the billing of \$117.90. A letter of explanation, perhaps, would have been helpful and a better business practice.
4. Copy of my last 7 months water bills which meter readings are reflected in the 7 month Aqua bill but with an additional 0 on the meter readings etc. What is the purpose of this, other than to cause confusion both to the user and perhaps the PSO?

One last comment, why would the Residential Metered-minimum charge (no usage included) be applied, when there is usage evidenced by the meter reading information obtained from Laurie Water Dept.? I would think that this minimum would only apply if the homeowner used less than 12,540 gallons of water. Surely Aqua can't believe that it would be appropriate to charge \$33.47 if a resident used less than that amount of water. Several of our home owners are single and some spend part of the winter months out of state. Also why should that same minimum be increased at all, when the meter reading, at the appropriate rate, is available and applied? If Aqua believes they are deserving of an increase, should not the appropriate increase be applied to the rate per 1,000 gallons and not at 352.3 % of the minimum. That makes no sense to me at all. It seems to me that Aqua is trying to get back to the increase that apparently was disapproved 2 ½ years ago, and actually brought our sewer service charges down to a realist amount, fair to all and more in line with the other residents of the City of Laurie.

Keeping these comments in mind, I thank you for reviewing these items and facts.

Martha Fiser





Service To:
MARTHA FISER
102 ASPEN CT
GRAVOIS MILLS, MO 65037-6137

Account Number
001341078 1003045
OZARK MEADOWS II SEWER

Aqua Missouri, Inc.
2 W. Lancaster Avenue
Moberly, MO 65202-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date Total Amount Due Due Date
December 05, 2007 \$ 117.90 December 27, 2007

Water Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	5/8	11/26/07	216	Actual	2185700	134,600	Gallons
		04/24/07		Actual	2051100		
Average Daily Usage = 623 Gallons		Total Days: 216		Total Usage:		134,600	Gallons

Marty

From: "Marty" <m3f2ktz@yhti.net>
To: <water.sewer@psc.mo.gov>
Cc: <mopco@ded.mo.gov>; <custserv@aquaanerica.com>
Sent: Wednesday, December 26, 2007 6:07 PM
Subject: Aqua Missouri, Inc. - Rate Increase Request

Attn: Water/Sewer Dept.
 Public Service Commission
 AND COPY TO
 Attn: Lewis Mills
 Office of Public Counsel
 AND COPY TO
 Attn: Customer Service
 Aqua America

Regarding QS-2008-0006 Aqua Missouri, Inc.

I received a letter dated December 26, 2007 from Aqua, P. O. Box 7017, Jefferson City, MO 65102 (the return address as shown on the back of the letter for mailing purposes), regarding a request for a rate increase as respects the residential users of Ozark Meadows. I can not tell if this applies only to Ozark Meadows in Laurie, Missouri. We have in the past been referred to as Ozark Meadow II. It is my understanding that there is another Ozark Meadows community in Osage Beach, MO.

Before taking up the subject of rate increase request, I would like the Counsel and the Commission to be aware of our latest billing which we received, without any letter of explanation. We were each billed for 7 months, a period from 4-24-07 to 11-26-07 (7 months).

Many of us have our bill paid by direct debit from our checking accounts, myself included, therefore I was not aware that I had not been billed for 7 months. The pertinent information from that bill is reflected below:

Bill Date	Total Amount Due	Billing Period	Days	Meter Readings	Usage	Units
Average Daily Usage						
December 05, 2007	\$117.90	11/26/07	216	2185700	134,600	Gallons
623		04/24/07		2051100		

I was shocked by the amount as I thought this was the usual 1 month bill. My first thought was that I have a water leak but my water bill from the City of Laurie was not excessive. As I began to examine the bill I noted that the Average Daily (water) Usage indicated 623 Gallons. Of course, this was totally unreasonable. Then I noticed the bill was for 216 days with a total usage of 134,600. I then called Aqua and the young man I spoke with could only tell me that my meter reading had been showing 00 Usage. Nothing seemed to make sense. He finally said someone would have to call me back. In the meantime I examined my City of Laurie water bills and discovered the real problem, that I was being billed for 7 months (less a 2 month minimum totaling \$14.80) and that the meter reading was, for some unknown reason shown as 10 times the correct amount, even though the amount due appeared to be about normal. I call this to your attention mainly so that you will be aware of what appears to be a rather inefficient method of billing as well as so that you will not be under the impression that we are all using a tremendous amount of water for what appears to be too low a sewer charge.

Now to the request for a rate increase, this is the first time I have seen the actual rate being charged. We apparently paying not only a minimum per month of \$7.40 for no usage and added to that we are paying \$0.59 per 1,000 gallons usage. This comes out to be about \$17.00 a month. My water bill from the City of Laurie averages about \$20.00 a month. This seems about right as I understand that the other residence of the City of Laurie pay a bit less for their sewer treatment service as they do for their water. The homeowner of Ozark Meadows are all residence of the City of Laurie and in all fairness, our sewage treatment service should not far exceed what we would be paying if we had not been excluded from the City of Laurie's sewer service.

We now have 18 homes which is 4 more that there were in June of 2005 when Aqua last ask for a similar outrageous rate increase. As more home go on line Aqua makes more money with little or no increase in cost to

12/26/2007

them. It is my understanding that there are other home in the close proximity of Ozark Meadows that are now on this system adding that much more to Aqua's profits. I don't know what rate these homeowners are paying. You may want to investigate their rates as well. There will probably be other homes added to the system, outside the Ozark Meadows complex, within the immediate/adjoining area. Aqua's income should make a natural growth with these expansions.

Even those of us on fixed incomes, most of the Ozark Meadows homeowners, can expect normal increases in all things but a 352.3% increase in an essential service can not be tolerated. My monthly sewer bill would increase from about \$20. to \$70. a month. Think what would happen to all of us here if our absolutely necessary utility bills increased by 350%.

I am sending this information by E-mail, but will also send it by letter with some documents attached including my E-mail to you regarding the previous rate increase request in June of 2005.

Please give this matter your fair consideration.

Sincerely

Martha Fiser
102 Aspen Ct.
Laurie, MO. 65037
573 374 7516

12/26/2007

Office of Public Counsel
AND COPY TO
Attn: Jim Russo, Water/Sewer Dept
Public Service Commission

Regarding Request No. QS-2005-0008 Aqua Missouri

Marty

I received an undated letter from Aqua Missouri on 6/6/05 advising that they submitted a request to the Missouri Public Service Commission, for increases in its annual wastewater operating revenue on May 14, 05. The increase they are requesting is from \$35. to \$75.54.

I believe this to be an outrageous increase. The fact is, I have considered all along that \$35. per month is outrageous.

The letter appears to apply only to Ozark Meadows II but states that they have not had an increase in rates since 1994. I don't believe that Ozark Meadows existed at that time. I believe it was started in 1997. My first payment for sewer service was dated 7/14/2000. I purchased my house Sept 1999. Aqua Source purchased this sewer system sometime after 7/14/2000. Therefore, how can they make it appear that rates on this system have been in effect since 1994?

The residence of the 14 homes in Ozark Meadows are all retired (this is a community restricted to persons over age 50). We are on fixed incomes. My personal income has recently been reduced by \$150 per month due to interest rates being reduced drastically on my small investment. I depend on this small addition to my Social Security and small pension income to pay ever increasing bills.

When I was looking at the home I purchased in Ozark Meadows I was given a list of monthly estimated costs for services, including sewer service showing an average of \$18.00 monthly so \$35. was already nearly double what I anticipated. Neither the realtor nor the seller advised me of the increase until after I purchased the house. So I was taken advantage of then and am being taken advantage of again.

I am a resident of Laurie Mo. The City of Laurie is taking advantage of us as well. They have put in a sewer system paid for by taxes from all residents. All residences have now been hooked to the new sewer except our area. Their bills are based on water usage. Our's are based on nothing. If I were on the Laurie sewer my bill would be less than \$20.00. Isn't this a form of discrimination?

I have been advised by the City of Laurie that they offered to advise the sewer company, serviceing our area, the amount of water used by each of us each month, before we went on the system, so that our charge could be more fair. Ozark Meadows Inc. would not agree to pay a fee for this service, so again we are victimized.

Should we not be furnished with sewer service by the City of Laurie, as all other tax paying city residents? Is this not a form of discrimination? Should we not get some form of tax refund or credit on our water bill? Maybe we should not be charged more than the minimum for our water, which I believe is \$6.50 per month. This would give us from \$10. to \$20. (depending on our water usage). This is a workable suggestion though small and still unfair to the singles. Less water usage=less advantage and still a larger sewer charge on less water usage.

The table shown in Aqua Mo.'s letter refers to customer using 5,000 gallons of water per month. As a single resident my water usage per month is not even half that. Of the 14 homes, seven are single residents and we pay the same amount as the homes occupied by couples. Many of us are gone from 1 to 4 months in the winter.

6/8/2005

Sincerely
Martha M. Fiser
102 Aspen Ct.
Gravois Mills, MO. 65037

There is no allowance for the fact that we use no water (therefore no sewer service) during that time.
Mr. Lewis, (and/or Mr. Russo) I really believe this entire sewer system situation at Ozark Meadows in Laurie should be given your full investigation in an effort to bring us more in line with other Laurie Mo. residents and avoid further unfairness for the residents of Ozark Meadows in Laurie. Please give this your fair consideration and help us any way you can.

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(314) 444-3711

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(314) 444-3711

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	206940	205110	1,830	11.90
Primacy Fee				0.27
Sales Tax				0.24

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	218570	216030	2,540	16.51
Primacy Fee				0.27
Sales Tax				0.33

102 ASPEN COURT

102 ASPEN COURT

Service From 4/25/2007 TO 5/30/2007 ACCOUNT 234 5/31/07

Service From 10/29/2007 TO 11/26/2007 ACCOUNT 234 11/30/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
5	30	7	12.41	1.24	13.65

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
11	26	7	17.11	1.71	18.82

NOW AVAILABLE: AUTOMATIC PAYMENT WITHDRAWAL
PLEASE CONTACT CITY HALL FOR DETAILS.

MERRY CHRISTMAS AND HAPPY NEW YEAR

ROOS

ROOS

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(314) 444-3711

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(314) 444-3711

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	216030	214250	1,780	11.57
Primacy Fee				0.27
Sales Tax				0.23

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	214250	212560	1,690	10.99
Primacy Fee				0.27
Sales Tax				0.22
Past Due				0.48

102 ASPEN COURT

2 ASPEN COURT

Service From 9/24/2007 TO 10/29/2007 ACCOUNT 234 10/31/07

Service From 8/30/2007 TO 9/24/2007 ACCOUNT 234 9/27/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
10	29	7	12.07	1.21	13.28

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
24	7		11.96	1.20	13.16

VISIT THE ENCHANTED VILLAGE OF LIGHTS AT THE
LAURIE FAIRGROUNDS - NOV 22ND THRU DEC 31ST

ROOS

ROOS

LAURIE WATER DEPARTMENT

P.O. BOX 1515

LAURIE, MO 65038

TEL: 774-4371

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	206940	205110	1,830	11.90
Primacy Fee				0.27
Sales Tax				0.24

102 ASPEN COURT

Service From 4/25/2007 TO 5/30/2007 ACCOUNT 234 5/31/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
5	30	7	12.41	1.24	13.65

NOW AVAILABLE: AUTOMATIC PAYMENT WITHDRAWAL
PLEASE CONTACT CITY HALL FOR DETAILS.

ROOS

LAURIE WATER DEPARTMENT

P.O. BOX 1515

LAURIE, MO 65038

TEL: 774-4371

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	218570	216030	2,540	16.51
Primacy Fee				0.27
Sales Tax				0.33

102 ASPEN COURT

Service From 10/29/2007 TO 11/26/2007 ACCOUNT 234 11/30/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
11	26	7	17.11	1.71	18.82

MERRY CHRISTMAS AND HAPPY NEW YEAR

ROOS

LAURIE WATER DEPARTMENT

P.O. BOX 1515

LAURIE, MO 65038

TEL: 774-4371

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	216030	214250	1,780	11.57
Primacy Fee				0.27
Sales Tax				0.23

102 ASPEN COURT

Service From 9/24/2007 TO 10/29/2007 ACCOUNT 234 10/31/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
10	29	7	12.07	1.21	13.28

VISIT THE ENCHANTED VILLAGE OF LIGHTS AT THE
LAURIE FAIRGROUNDS - NOV 22ND THRU DEC 31ST

ROOS

LAURIE WATER DEPARTMENT

P.O. BOX 1515

LAURIE, MO 65038

TEL: 774-4371

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	214250	212560	1,690	10.99
Primacy Fee				0.27
Sales Tax				0.22
Past Due				0.48

102 ASPEN COURT

Service From 8/30/2007 TO 9/24/2007 ACCOUNT 234 9/27/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
9	24	7	11.96	1.20	13.16

ROOS

Public Service Commission
Attn: water/sewer Dept
P O Box 360 Jefferson City Mo 65102

This letter is in response to the Aqua Development a/ka/ Aqua Missouri submitted December 2, 2007 for a rate increase for Ozarks Meadows subdivision of Laurie, Mo.

We are retired seniors living on a limited income and this would cause a great burden. In our opinion an increase of 352.3% is ridiculous.

Why are they basing the cost of sewer use on our water consumption? NOT all of our water waste goes through the sewer system, a great deal goes on the lawns and runs into the ground.

When we moved to this retirement subdivision, we planned our budget carefully and had no idea of such extreme rate increases, as this is certainly more than our yearly income increase. We feel that we are being taken advantage of.

On closing I would like to remind you again of the hardship this would cause on the senior in the subdivision.

Mr. & Mrs. Lile J Harper
111 Aspen Court
Laurie, Mo 65037
Lnharper@socket.net

RECEIVED

JAN 04 2008

UTILITY OPERATIONS
DIVISION

Public Service Commission
att. Water / Sewer Dept.

Dec. 22 -
2007

P.O. Box 360
Jefferson City, Mo. 65102

REFERENCE
Request # QS-2008-
0006

I am writing to tell you my concern about the most awful dilemma over sewer service (Aqua Missouri Inc. - Aqua Development Co.) is getting by with. In July '06 case # SR-2007-0022 reference wanted to increase our rates to a degree that was unimaginable. Now here we go again December '07 with a proposed 352.3% increase. They are telling us: "yourself" because a few pipes they made in 10 years they need more money. They are raising the bills on a city water reading in the spring. Most likely 50% of the water was used for yards. None of which went to the Aqua Mr. Turk. We buy city water so that should have no bearing on the sewer. We in our little area of 18 homes are all on fixed incomes. All of us are in our 70's & 80's. Not able to budget such an increase. Help us please.

Norma K. Lovell
105 Oakwood Ct.
Groveville, Mo. 65037-
6138

December 27, 2007

Dear Sirs/Madams

Reference Number OS-2008-0006

This letter pertains to Aqua Sewer Co.. The residents at Ozark Meadows is a senior living sub-division located in Laurie MO. We have again received a notice of increasing our sewer bill by 352.3%. We went through this in July 2006. We thought it had been settled. We was notified our bill was going to be \$14.00 a month.

We have 18 senior homes in this development, out of these 18 homes, 8 are occupied by one person. These homes are all retired people with limited income. Most are widows and live on social security.

Aqua is a very poor operated company. December 2007 was the first bill we have received since May 2007. I have called Aqua locally and in PA. almost every month pertaining to the whereabouts of our monthly bill and how much it's going to be. The answer is almost the same, I DONT KNOW, I DON'T KNOW. It's like they grab some one off the streets to answer the phone for a day. Then out of the blue here is a bill ranging from a \$170.00 to over \$200.00. This was a billing period from 04/24/07 to 11/26/07. I can understand an increase but at the rate they are asking it's way out of line.

I am an alderman for the city of Laurie,. Aqua has ask the city to supply them with water readings. We have been doing that but they are using summer reading. Some of that water is used for out side watering and it does not go into the sewer. If it's the city water readings the are going to use then it should be averaged out over the winter months. I have checked the readings from the city and they do not match Aqua.

I do hope that the Public Service Commission and the Office of Public Council, will investigate this matter, and investigate this so poorly operated company's business practices.

I just find it hard to believe out of all the phone numbers I've called I can't get any answers from Aqua. I'm beginning to wonder if this is a real company or something that's run out of a garage.

Thank you,
J. R. Lovell
105 Oak Wood CT
Laurie MO 65037
573-374-7288

Public Service Commission
ATTN: Water/Sewer Dept.
P. O. Box360
Jefferson City, MO 65102

Office of the Public Counsel
ATTN: Lewis Mills
P. O. Box 2230
Jefferson City, MO 65102

RECEIVED

DEC 31 2007

UTILITY OPERATIONS
DIVISION

To: Public Service Commission
Water / Sewer Dept
ATTN: Christina Baker, P.E.J.D.

12/28/97

copy to
Office of
Public
Council

Here we go again! It seems we
went through this a couple years
ago -- why can't we get this thing
settled? At that time Public Service
Commission agreed with Ozark Meadows.

To update you, Ozark Meadows now
has 19 houses -- 8 of these houses
have a single (1) resident. ^(copy 1) All have
a fixed income since this is a retirement
area (Sr. citizens only).

A rate raise of 352.3% is utterly
ridiculous! It seems that if you
approve this raise our next step
will be welfare!

After a 30 minute talk on the phone
with Crystal ^{AQUA SERVICE} -- absolutely nothing
was accomplished -- she had no

→

2/

Clue as to what was going on! Wow!

Their (Aqua Source) records show we used 631 gal. per day -- 63 gal would be more like it! We have all energy efficient appliances -- do laundry once a week, etc. -- All of our utility bills are low because we are very careful! Do not water outside (grass).

Thank you for auditing their books and records -- which should help to correct this situation. I'm certain this will show how unfair this raise is! Do you know why Aqua Source waited 7 mo. to send a statement??

Thanks again for your help!

phone	Mervyn and Eileen
573-374-6523	McKeller
	102 Oakwood Ct.
	Gr. Mts, Mo. 65037

3/

NOTE:

3 of our houses have sold -
with NEW Tenants

104 Aspen Ct.

104 Oakwood Ct.

405 Brook Valley Ln.

I'm sure the bills and notices
went to the former owners,
who have all moved away.

RECEIVED

DEC 31 2007

UTILITY OPERATIONS
DIVISION

December 28, 2007

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

Regarding QS-2008-0006 Aqua Missouri, Inc.

Aqua Missouri, Inc. sent me a letter dated Dec. 20, 2007 advising that they are again requesting an outrageous rate increase of 352.3% for sewer service to the homes in Ozark Meadows in Laurie. We are currently on a metered rate (bases in The City of Laurie water meter reading information). The rate comparison in the letter that applies to us, apparently would be the Residential Metered-minimum requested of \$33.47 plus a monthly usage per 1,000 gallons of \$2.67 although these rates are not discussed in the letter. Rather, a flat monthly rate of \$46.81 (requested increase \$36.46 added to current rate \$10.35) seems to be the subject of Aqua's notice to us.

Capital improvements of \$23,000 are mentioned as a reason for the request, however, I am not aware of any capital improvement necessary in the system. Aqua did make a repair in the sewer return line next to my property after 3 years of reporting a constant overflowing of sewage into my yard. I don't consider this an improvement but, a repair of an improperly installed line, do to no fault of the homeowners. This apparently was not an obvious problem until my house was built right next to this faulty main return line. It took a very long time for Aqua to fix this mess.

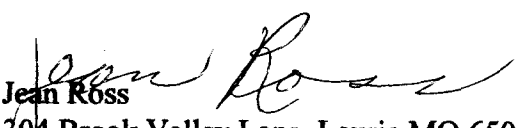
If there were capital improvements, perhaps they were necessary because of homes built adjoining Ozark Meadows being added to this same system. Added homes should increase Aqua's gross income. Are these homes paying the same rates as Ozark Meadows?

The last bill we all received, for a period of 7 months, is very difficult to understand. The metered usage reported is way beyond what any of us could use. It appears that, for some reason, an extra 0 has been added on the actual reading. Why is this? How do we reconcile the charge with the meter reading on our sewer bill with the reading provided by Laurie Water Dept. and shown on our water bills?

Our sewer charge is still considerably higher than what other Laurie residents are charged. At the current rate based on metered usage, the charges, at least, are more fair to all the homeowners, both single and couples. A high monthly minimum would not be fair to the single occupants. Ozark Meadows is a senior retirement community. We cannot expect any increase in our incomes that would help us now or in the future with an increase of this unrealistic amount.

Please consider these comments when making your decision about any increase in our sewer service rate.

Thank You


Jean Ross
304 Brook Valley Lane, Laurie MO 65037

CC: Christina Baker, PE, JD, Assistant Public Counsel

RECEIVED

JAN 04 2008

UTILITY OPERATIONS
DIVISION

QS-20008-0006

Comments Received

By The

Office of The Public Counsel

FILE COPY

Attn: Christina Baker PEJD

Jan 6 2008

We are writing in regard to the
proposed rate increase by Aqua
Development for the Ozark Meadows
residents in Laurie, Mo Request #
QS-2008-0006

We are a community of retired people
who do not get increases in our pension.
It gets harder each year to keep up
with all the increases. We all have
health & medicine that we rely on
to keep on our feet. These seem to
increase rapidly.

An increase of 352.3% is unreal.

JAN 09 2008

We may be forced to sell our property & relocate. Most of the residents here are 70+ years of age and a move would be difficult for anyone of us. Please take this into consideration when deciding this issue -

Thank you

Mr & Mrs Donald Bell

403 Brook Valley Lane

Laurin, MO 65037

573-374-9224

FILE COPY

December 28, 2007

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

Regarding QS-2008-0006 Aqua Missouri, Inc.

As a homeowner at Ozark Meadow in Laurie MO., I have received a letter from Aqua Mo., Inc. advising that they have requested, through your Department, an increase in sewer service rates, both on the monthly minimum, as well as the rate per gallons of water usage, by an exorbitant amount of 352.3%. This will increase the sewer bill for me and the other 17 homeowners from about \$15 /\$25. to \$75./\$100. and perhaps more for homes with two residents.

Ozark Meadows is a modest community for retirees. Most of the homeowners cannot count on an increase in monthly income that would amount to anything close to this type of cost increase. My recent Social Security increase amounted to only a few dollars more than the increase in Medicare premiums. Most retirement pensions never increase. The interest rate on savings often goes down but rarely up.


After years of paying an unfair flat charge for our sewer service of \$35.00 per month, the rate approved by the PSC, only 2 ½ years ago, based on our metered water usage, through the City of Laurie water department, at last, was fair to all homeowners whether single or double occupants. Our sewer cost is still 163% of the rate for the sewer service provided to all Laurie residents, excepting the Ozark Meadow community even though we are residents of Laurie and under their tax base. Furthermore, Laurie rates do not, unfairly, add their \$5.30 monthly minimum onto the 1,000 per gallon usage charge of \$5.30.

Our last bill covering 7 months (who knows why), appears to charge the rate of .59 per 1,000 Gals. (inflating the Gals by 10 times which actually would amount to .59 per 100 Gals) plus the monthly minimum of \$7.40 times 7. Does this make any sense?

Also it is my understanding that there are now other residences, adjoining Ozark Meadows, that are on the same systems that we are, that is Laurie water service and Aqua sewer service. I don't know if these homeowners are paying the same sewer rate as we are, or if they have received the same notice requesting this rate increase. This may be a matter of interest to your investigation, as the number of homes on the service, now and in the future, would increase Aqua's revenue.

Please take these comments into consideration as you investigate and audit Aqua and give us your fair decision.

Sincerely,


Bertie Cunningham
108 Aspen Ct., Laurie, MO 65037

✓ CC: Christina Baker, PE, JD, Assistant Public Counsel

JAN 04 2008

January 14, 2008

FILE COPY

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

Regarding QS-2008-0006 Aqua Missouri, Inc.

I received a notice from Aqua Missouri, Inc., addressed to Ozark Meadows Customers indicating that they have requested approval of a rate increase amounting to 352.3% . The rate per gallon requested is \$2.67. Not only is an increase of over 350% totally unacceptable but also unrealistic. I would like to make the following comments:

1. On an \$8.00 per month City of Laurie water bill it appears that it will cost \$83. per month to put that amount of water into the sewer system.
2. 100% of the city water metered, does not go into the sewer system such as flower and yard watering, car washing, window and outside house washing, etc.
3. The houses in this development advertised as "Custom Homes for Seniors" appears to have progress very slowly since 1998. There are still many vacant lots, which perhaps puts an unfair burden on homeowners, which is not our problem. As the development continues to grow Aqua should realize the appropriate potential for their investment. Furthermore homes are being build adjacent to Ozark Meadows which are being added to the system. Are these homes being taken into account in this proposed increase?
4. My real estate tax is approximately \$1,100 per year. My water bill is estimated at \$100 per year. This new sewer rate would create a bill of approximately \$995. Something is wrong with the picture when sewage disposal cost becomes nearly as much as real estate taxes and nearly 10 times the water bill.

Since we are all seniors in this addition, it is unlikely that any of us will ever receive much in the way of increase in our incomes. An additional monthly cost of \$65. and, more for some households, for an essential utility service, will put an unfair burden on this group of citizens who are residents of the City of Laurie. We are already discriminated against in regard to sewer services and taxes paid to the city for a service that we do not receive. We should not have to pay any more that other residents of Laurie.

Please take these comments into consideration when reviewing Aqua's request.

Sincerely



Bernard DeBok
104 Aspen Ct
Gravois Mills, MO 65037

✓ CC: Christina Baker, PE, JD, Ass't Public Counsel, P. O. Box 2230, Jefferson City, MO 65102

JAN 17 2008

Copy to Office of Public Counsel

December 26, 2007

FILE COPY

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

Regarding QS-2008-0006 Aqua Missouri, Inc.

I am attaching a copy of an E-mail I sent 12-26-07, to make certain it reaches you as well as attachments verifying certain information in the E-mail.

Attachments are:

1. E-mail dated 12/26/07 Page 1 and 2
2. E-mail dated 6/8/05 regarding rate increase request made by Aqua 2 ½ years ago. Much of this information is still pertinent. What has changed since that time to warrant a major rate increase? If anything, there are more homeowners using the service, which should be bringing in more revenue for Aqua, without much added expense.
3. A copy of pertinent information from my last Aqua bill for the 7 months period 04/24/07 to 11/26/07 which, as you will see, is difficult to understand the basis for the billing of \$117.90. A letter of explanation, perhaps, would have been helpful and a better business practice.
4. Copy of my last 7 months water bills which meter readings are reflected in the 7 month Aqua bill but with an additional 0 on the meter readings etc. What is the purpose of this, other than to cause confusion both to the user and perhaps the PSO?

One last comment, why would the Residential Metered-minimum charge (no usage included) be applied, when there is usage evidenced by the meter reading information obtained from Laurie Water Dept.? I would think that this minimum would only apply if the homeowner used less than 12,540 gallons of water. Surely Aqua can't believe that it would be appropriate to charge \$33.47 if a resident used less than that amount of water. Several of our home owners are single and some spend part of the winter months out of state. Also why should that same minimum be increased at all, when the meter reading, at the appropriate rate, is available and applied? If Aqua believes they are deserving of an increase, should not the appropriate increase be applied to the rate per 1,000 gallons and not at 352.3 % of the minimum. That makes no sense to me at all. It seems to me that Aqua is trying to get back to the increase that apparently was disapproved 2 ½ years ago, and actually brought our sewer service charges down to a realist amount, fair to all and more in line with the other residents of the City of Laurie.

Keeping these comments in mind, I thank you for reviewing these items and facts.

Martha Fiser

Martha Fiser

DEC 31 2007

AQUA

Service To:
MARTHA FISER
102 ASPEN CT
GRAVOIS MILLS, MO 65037-6137

Account Number
001341078 1003045
OZARK MEADOWS II SEWER

Aqua Missouri, Inc.
2 W. Lancaster Avenue
Moberly, MO 65202-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date
December 05, 2007
Total Amount Due
\$ 117.90

Due Date
December 27, 2007

Water Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	5/8	11/26/07	216	Actual	2185700	134,600	Gallons
		04/24/07		Actual	2051100		
Average Daily Usage = 623 Gallons		Total Days: 216		Total Usage:		134,600	Gallons

Marty

From: "Marty" <m3f2ktz@yhti.net>
To: <water.sewer@psc.mo.gov>
Cc: <mopco@ded.mo.gov>; <custserv@aquaanerica.com>
Sent: Wednesday, December 26, 2007 6:07 PM
Subject: Aqua Missouri, Inc. - Rate Increase Request

Attn: Water/Sewer Dept.
 Public Service Commission

AND COPY TO
 Attn: Lewis Mills
 Office of Public Counsel
 AND COPY TO

Attn: Customer Service
 Aqua America

Regarding QS-2008-0006 Aqua Missouri, Inc.

I received a letter dated December 26, 2007 from Aqua, P. O. Box 7017, Jefferson City, MO 65102 (the return address as shown on the back of the letter for mailing purposes), regarding a request for a rate increase as respects the residential users of Ozark Meadows. I can not tell if this applies only to Ozark Meadows in Laurie, Missouri. We have in the past been referred to as Ozark Meadow II. It is my understanding that there is another Ozark Meadows community in Osage Beach, MO.

Before taking up the subject of rate increase request, I would like the Counsel and the Commission to be aware of our latest billing which we received, without any letter of explanation. We were each billed for 7 months, a period from 4-24-07 to 11-26-07 (7 months).

Many of us have our bill paid by direct debit from our checking accounts, myself included, therefore I was not aware that I had not been billed for 7 months. The pertinent information from that bill is reflected below:

Bill Date	Total Amount Due	Billing Period	Days	Meter Readings	Usage	Units
Average Daily Usage						
December 05, 2007	\$117.90	11/26/07	216	2185700	134,600	Gallons
623		04/24/07		2051100		

I was shocked by the amount as I thought this was the usual 1 month bill. My first thought was that I have a water leak but my water bill from the City of Laurie was not excessive. As I began to examine the bill I noted that the Average Daily (water) Usage indicated 623 Gallons. Of course, this was totally unreasonable. Then I noticed the bill was for 216 days with a total usage of 134,600. I then called Aqua and the young man I spoke with could only tell me that my meter reading had been showing 00 Usage. Nothing seemed to make sense. He finally said someone would have to call me back. In the meantime I examined my City of Laurie water bills and discovered the real problem, that I was being billed for 7 months (less a 2 month minimum totaling \$14.80) and that the meter reading was, for some unknown reason shown as 10 times the correct amount, even though the amount due appeared to be about normal. I call this to your attention mainly so that you will be aware of what appears to be a rather inefficient method of billing as well as so that you will not be under the impression that we are all using a tremendous amount of water for what appears to be too low a sewer charge.

Now to the request for a rate increase, this is the first time I have seen the actual rate being charged. We apparently paying not only a minimum per month of \$7.40 for no usage and added to that we are paying \$0.59 per 1,000 gallons usage. This comes out to be about \$17.00 a month. My water bill from the City of Laurie averages about \$20.00 a month. This seems about right as I understand that the other residence of the City of Laurie pay a bit less for their sewer treatment service as they do for their water. The homeowner of Ozark Meadows are all residence of the City of Laurie and in all fairness, our sewage treatment service should not far exceed what we would be paying if we had not been excluded from the City of Laurie's sewer service.

We now have 18 homes which is 4 more that there were in June of 2005 when Aqua last ask for a similar outrageous rate increase. As more home go on line Aqua makes more money with little or no increase in cost to

12/26/2007

them. It is my understanding that there are other home in the close proximity of Ozark Meadows that are now on this system adding that much more to Aqua's profits. I don't know what rate these homeowners are paying. You may want to investigate their rates as well. There will probably be other homes added to the system, outside the Ozark Meadows complex, within the immediate/adjoining area. Aqua's income should make a natural growth with these expansions.

Even those of us on fixed incomes, most of the Ozark Meadows homeowners, can expect normal increases in all things but a 352.3% increase in an essential service can not be tolerated. My monthly sewer bill would increase from about \$20. to \$70. a month. Think what would happen to all of us here if our absolutely necessary utility bills increased by 350%.

I am sending this information by E-mail, but will also send it by letter with some documents attached including my E-mail to you regarding the previous rate increase request in June of 2005.

Please give this matter your fair consideration.

Sincerely

Martha Fiser
102 Aspen Ct.
Laurie, MO. 65037
573 374 7516

12/26/2007

Office of Public Counsel

AND COPY TO

Attn: Jim Russo, Water/Sewer Dept
Public Service Commission

Regarding Request No. OS-2005-0008 Aqua Missouri

Marty

I received an undated letter from Aqua Missouri on 6/6/05 advising that they submitted a request to the Missouri Public Service Commission, for increases in its annual wastewater operating revenue on May 14, 05. The increase they are requesting is from \$35. to \$75.54.

I believe this to be an outrageous increase. The fact is, I have considered all along that \$35. per month is outrageous.

The letter appears to apply only to Ozark Meadows II but states that they have not had an increase in rates since 1994. I don't believe that Ozark Meadows existed at that time. I believe it was started in 1997. My first payment for sewer service was dated 7/14/2000. I purchased my house Sept 1999. Aqua Source purchased this sewer system sometime after 7/14/2000. Therefore, how can they make it appear that rates on this system have been in effect since 1994?

The residence of the 14 homes in Ozark Meadows are all retired (this is a community restricted to persons over age 50). We are on fixed incomes. My personal income has recently been reduced by \$150 per month due to interest rates being reduced drastically on my small investment. I depend on this small addition to my Social Security and small pension income to pay ever increasing bills.

When I was looking at the home I purchased in Ozark Meadows I was given a list of monthly estimated costs for services, including sewer service showing an average of \$18.00 monthly so \$35. was already nearly double what I anticipated. Neither the realtor nor the seller advised me of the increase until after I purchased the house. So I was taken advantage of then and am being taken advantage of again.

I am a resident of Laurie Mo. The City of Laurie is taking advantage of us as well. They have put in a sewer system paid for by taxes from all residents. All residences have now been hooked to the new sewer except our area. Their bills are based on water usage. Our's are based on nothing. If I were on the Laurie sewer my bill would be less than \$20.00. Isn't this a form of discrimination?

I have been advised by the City of Laurie that they offered to advise the sewer company, serviceing our area, the amount of water used by each of us each month, before we went on the system, so that our charge could be more fair. Ozark Meadows Inc. would not agree to pay a fee for this service, so again we are victimized.

Should we not be furnished with sewer service by the City of Laurie, as all other tax paying city residents? Is this not a form of discrimination? Should we not get some form of tax refund or credit on our water bill? Maybe we should not be charged more than the minimum for our water, which I believe is \$6.50 per month. This would give us from \$10. to \$20. (depending on our water useage). This is a workable suggestion though small and still unfair to the singles. Less water usage=less advantage and still a larger sewer charge on less water usage.

The table shown in Aqua Mo.'s letter refers to customer using 5,000 gallons of water per month. As a single resident my water usage per month is not even half that. Of the 14 homes, seven are single residents and we pay the same amount as the homes occupied by couples. Many of us are gone from 1 to 4 months in the winter.

6/8/2005

Gravois Mills, MO. 65037
102 Aspen Ct.
Martha M. Fiser
Sincerely

There is no allowance for the fact that we use no water (therefore no sewer service) during that time.
Mr. Lewis, (and/or Mr. Russo) I really believe this entire sewer system situation at Ozark Meadows in Laurie should be given your full investigation in an effort to bring us more in line with other Laurie Mo. residents and avoid further unfairness for the residents of Ozark Meadows in Laurie. Please give this your fair consideration and help us any way you can.

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(573) 374-4971

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(573) 374-4971

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	206940	205110	1,830	11.90
Primacy Fee				0.27
Sales Tax				0.24

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	218570	216030	2,540	16.51
Primacy Fee				0.27
Sales Tax				0.33

102 ASPEN COURT

102 ASPEN COURT

Service From 4/25/2007 TO 5/30/2007 ACCOUNT 234 5/31/07

Service From 10/29/2007 TO 11/26/2007 ACCOUNT 234 11/30/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
5	30	7	12.41	1.24	13.65

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
11	26	7	17.11	1.71	18.82

NOW AVAILABLE: AUTOMATIC PAYMENT WITHDRAWAL
PLEASE CONTACT CITY HALL FOR DETAILS.

MERRY CHRISTMAS AND HAPPY NEW YEAR

ROOS

ROOS

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(573) 374-4971

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(573) 374-4971

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	216030	214250	1,780	11.57
Primacy Fee				0.27
Sales Tax				0.23

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	214250	212560	1,690	10.99
Primacy Fee				0.27
Sales Tax				0.22
Past Due				0.48

102 ASPEN COURT

2 ASPEN COURT

Service From 9/24/2007 TO 10/29/2007 ACCOUNT 234 10/31/07

Service From 8/30/2007 TO 9/24/2007 ACCOUNT 234 9/27/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
10	29	7	12.07	1.21	13.28

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
8	24	7	11.96	1.20	13.16

VISIT THE ENCHANTED VILLAGE OF LIGHTS AT THE
LAURIE FAIRGROUNDS - NOV 22ND THRU DEC 31ST

ROOS

ROOS

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(573) 374-4971

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	210950	208990	1,960	12.74
Primacy Fee				0.27
Sales Tax				0.25

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(573) 374-4971

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	208990	206940	2,050	13.33
Primacy Fee				0.27
Sales Tax				0.27

102 ASPEN COURT

Service From 6/26/2007 TO 7/31/2007 ACCOUNT 234 7/31/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
7	31	7	13.26	1.33	14.59

LAURIE HILLBILLY BBQ COOK-OFF

AUGUST 3RD & 4TH AT LAURIE FAIRGROUNDS

102 ASPEN COURT

Service From 5/30/2007 TO 6/26/2007 ACCOUNT 234 6/29/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
6	26	7	13.87	1.39	15.26

HAVE A SAFE AND HAPPY 4TH OF JULY

R003

LAURIE WATER DEPARTMENT
P.O. BOX 1515
LAURIE, MO 65038
(573) 374-4971

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	212560	210950	1,610	10.47
Primacy Fee				0.27
Sales Tax				0.21

102 ASPEN COURT

Service From 7/31/2007 TO 8/30/2007 ACCOUNT 234 8/31/07

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
8	30	7	10.95	1.10	12.05

LAURIE HILLBILLY FAIR - SEPT 14 - 15 - 16
AT THE LAURIE FAIRGROUNDS

FILE COPY

Public Service Commission
Attn: water/sewer Dept
P O Box 360 Jefferson City Mo 65102

QS-2008-0006

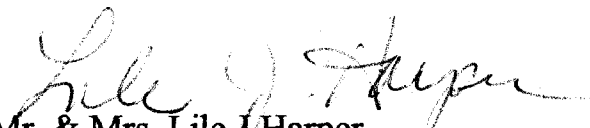
This letter is in response to the Aqua Development a/ka/ Aqua Missouri submitted December 2, 2007 for a rate increase for Ozarks Meadows subdivision of Laurie, Mo.

We are retired seniors living on a limited income and this would cause a great burden. In our opinion an increase of 352.3% is ridiculous.

Why are they basing the cost of sewer use on our water consumption? NOT all of our water waste goes through the sewer system, a great deal goes on the lawns and runs into the ground.

When we moved to this retirement subdivision, we planned our budget carefully and had no idea of such extreme rate increases, as this is certainly more than our yearly income increase. We feel that we are being taken advantage of.

On closing I would like to remind you again of the hardship this would cause on the senior in the subdivision.


Mr. & Mrs. Lile J Harper
111 Aspen Court
Laurie, Mo 65037
Lnharper@socket.net

JAN 04 2008

Office of The Public Council
Hill: Gravois Mills
PO Box 2230

FILE COPY

Jefferson City, Mo. 65102 REFERENCE
Dec. 28-2007 REQUEST # QS-2008-0006

Once again Oak Meadows in
Lawie, Mo. is being terrorized by
Agua Missouri, Inc. A rate increase
in July 06 proved to be a near
heart attack for several people in
our little retirement area. Now here
we are December 07 with another
threat of a 352.3% increase. We all
understand an increase may be
in order but the O.P.C. needs
to step in before we are all in
a terrible mess. Buying here was a
budget situation for all of us. We
will have no increase in our income.
We need help to settle Agua Mo
problems before its again heart
attack time.

Thank You for any help

Norma K. Howell
105 Oak Wood Ct.

Gravois Mills, Mo. 65037-6138

DEC 31 2007

FILE COPY

December 27, 2007

Dear Sirs/Madams

Reference Number QS-2008-0006

This letter pertains to Aqua Sewer Co.. The residents at Ozark Meadows is a senior living sub-division located in Laurie MO. We have again received a notice of increasing our sewer bill by 352.3%. We went through this in July 2006. We thought it had been settled. We was notified our bill was going to be \$14.00 a month.

We have 18 senior homes in this development, out of these 18 homes, 8 are occupied by one person. These homes are all retired people with limited income. Most are widows and live on social security.

Aqua is a very poor operated company. December 2007 was the first bill we have received since May 2007. I have called Aqua locally and in PA. almost every month pertaining to the whereabouts of our monthly bill and how much it's going to be. The answer is almost the same, I DON'T KNOW, I DON'T KNOW. It's like they grab some one off the streets to answer the phone for a day. Then out of the blue here is a bill ranging from a \$170.00 to over \$200.00. This was a billing period from 04/24/07 to 11/26/07. I can understand an increase but at the rate they are asking it's way out of line.

I am an alderman for the city of Laurie,. Aqua has ask the city to supply them with water readings. We have been doing that but they are using summer reading. Some of that water is used for out side watering and it does not go into the sewer. If it's the city water readings the are going to use then it should be averaged out over the winter months. I have checked the readings from the city and they do not match Aqua.

I do hope that the Public Service Commission and the Office of Public Council, will investigate this matter, and investigate this so poorly operated company's business practices.

I just find it hard to believe out of all the phone numbers I've called I can't get any answers from Aqua. I'm beginning to wonder if this is a real company or something that's run out of a garage.

Thank you,
J. R. Lovell
105 Oak Wood Ct
Laurie MO 65037
573-374-7288

Public Service Commission
ATTN: Water/Sewer Dept.
P. O. Box360
Jefferson City, MO 65102

Office of the Public Counsel
ATTN: Lewis Mills
P. O. Box 2230
Jefferson City, MO 65102

JAN 02 2008

For Office of Public Counsel
Attn: Lewis Mills

FILE COPY

12/28/07

Copy to
Public Service
Commission

Here we go again! It seems we
went through this a couple years
ago -- why can't we get this thing
settled? At that time they agreed
with Clark Meadows.

To update you, Clark Meadows now
has 19 houses -- 8 of these houses
have a single (1) resident. All of us
are on fixed incomes since this is
a retirement area (Sr. citizens only).

A rate increase of 352.3% is
utterly ridiculous! It seems that
if you approve this raise, our
next step will be WELFARE!

After a 30 minute talk on the phone
with Crystal of Aqua Source - absolutely

2/

Apna Source records shows we
used 631 gal. per day -- 63 gal.
would be more like it! We have
energy efficient appliances - do
laundry once a week - do not water
grass, etc. All of our Utility bills are
low because we are very careful.

Thank you for auditing their books
and records - which should help to
correct this situation. I'm certain
this will show how unfair this
increase is! Do you know why
they waited 7 mo. to send us a bill??

Thanks again for your help!

MERVYN & EILEEN MOELLER
102 Oakwood Ct.
St. Louis, Mo. 65037

3/

NOTE

3 of our houses have
sold - Have NEW Tenants

104 Aspen Ct

104 Oakwood Ct

465 Brook Valley Ln

I'm certain these bills and
letters went to former owners
who have all moved away
from this area.

December 28, 2007 **FILE COPY**

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

Regarding QS-2008-0006 Aqua Missouri, Inc.

Aqua Missouri, Inc. sent me a letter dated Dec. 20, 2007 advising that they are again requesting an outrageous rate increase of 352.3% for sewer service to the homes in Ozark Meadows in Laurie. We are currently on a metered rate (bases in The City of Laurie water meter reading information). The rate comparison in the letter that applies to us, apparently would be the Residential Metered-minimum requested of \$33.47 plus a monthly usage per 1,000 gallons of \$2.67 although these rates are not discussed in the letter. Rather, a flat monthly rate of \$46.81 (requested increase \$36.46 added to current rate \$10.35) seems to be the subject of Aqua's notice to us.

Capital improvements of \$23,000 are mentioned as a reason for the request, however, I am not aware of any capital improvement necessary in the system. Aqua did make a repair in the sewer return line next to my property after 3 years of reporting a constant overflowing of sewage into my yard. I don't consider this an improvement but, a repair of an improperly installed line, do to no fault of the homeowners. This apparently was not an obvious problem until my house was built right next to this faulty main return line. It took a very long time for Aqua to fix this mess.

If there were capital improvements, perhaps they were necessary because of homes built adjoining Ozark Meadows being added to this same system. Added homes should increase Aqua's gross income. Are these homes paying the same rates as Ozark Meadows?

The last bill we all received, for a period of 7 months, is very difficult to understand. The metered usage reported is way beyond what any of us could use. It appears that, for some reason, an extra 0 has been added on the actual reading. Why is this? How do we reconcile the charge with the meter reading on our sewer bill with the reading provided by Laurie Water Dept. and shown on our water bills?

Our sewer charge is still considerably higher than what other Laurie residents are charged. At the current rate based on metered usage, the charges, at least, are more fair to all the homeowners, both single and couples. A high monthly minimum would not be fair to the single occupants. Ozark Meadows is a senior retirement community. We cannot expect any increase in our incomes that would help us now or in the future with an increase of this unrealistic amount.

Please consider these comments when making your decision about any increase in our sewer service rate.

Thank You

Jean Ross
304 Brook Valley Lane, Laurie MO 65037

✓ CC: Christina Baker, PE, JD, Assistant Public Counsel

JAN 04 2008