

# Missouri Public Service Commission

## Public Comments Report

QW-2008-0007

Aqua Missouri, Inc. (RU)-(Water)

Unique Comments Received 102  
Duplicate Comments Received 10  
Total Comments Received 112

Date : 1/9/2008

Item	First Name	Last Name	City	State	Public Comments	Office	Staff Person	Resolution
P200800450	Delores	Banta	Shell Knob	MO	(ddw)Customer vehemently opposed/ customer has service quality issues and has seen no improvement since last increase/has had brown water that stained water containers but never informed of boil order/ billing	PSC	BN	Discussed comments with customer on 1/15/08. Believe bills wre misread by customer. Home is below new standpipe which should improve water pressure.
P200800394	Nadine	Bentley	Hollister	MO	(ddw)Opposed to this level of increase/ water pressure is always low and service is substandard/ even fire protection could not put out a fire due to low pressure.	PSC	JMR	Letter sent 1/10/08
P200800564	Mitch	Calvert	Hollister	MO	(ddw)Customer opposed to increase/ service and previous promises of improved service did not materialize with last increase/ meter is substandard with no fix from company/ rates are higher already than	PSC	JMR	Letter sent 1/28/08
P200800351	Phyllis	Cavener	Republic	MO	this increase does not justify,if company was going to improve the service I could see that but Co. said that the last time;they were to be putting in new meters never did; my water pressure is horrible.	PSC	JMR	Checked water pressure twice on 1/14/08. Pressure was 50 psi in am and 38 psi late afternoon. Customer was not available to talk to.
P200800492	Carol	Chapin	Warsaw	MO	(ddw) Customer opposed/ too soon since last increase/customer lives in retirement area with many others like her on fixed incomes/ customer does not even have a meter/ feels maintenance is poor by Company.	PSC	JMR	Letter sent 1/16/08
P200800597	Tom	Cobb	Ozark	MO	a little increase would be ok; but not what they are asking for; I am not sure what my usage is but Co. asking too much \$6.00 to \$8.00 increase would be ok.	PSC	JMR	Letter sent 2/4/08
P200800342	Jason	Cooner	Hollister	MO	(ddw)Customer opposed rate increase/ customer says service is poor and this company does not deserve a single cent increase/ customer filed previous PSC complaint over billing.	PSC	JMR	Letter sent 2/4/08

P200800377	Liz	Derby	Hollister	MO	Co. requesting 74.2% some people don't have a problem in paying a percentage but when it is 74.2 is a joke. How can they even request such a high increase.	PSC	JMR	Letter sent 1/10/08
P200800331	Jamie and Tony	Fenske	Republic	MO	(ddw)Customer is opposed to increase/ feels increase is too high and does not have the money to pay for this increase/ would agree to a \$5 to \$10 increase/	PSC	JMR	Letter sent 1/10/08
P200800348	Danny	Fullington	Branson	MO	(ddw)Customer opposed, company just had a rate increase in 2006/ doubling a water bill is never justified/	PSC	JMR	Letter sent 1/10/08
P200800387	Virgil	Hermann	Shell Knob	MO	(ddw)Customer says increase and minimum charge not fair since there are many residences where people only live there part time/ customer has not noticed sufficient improvement since last increase.	PSC	JMR	Letter sent 1/10/08
P200800334	George	Jackson	Plato	MO	about two years ago company asked for a rate increase; back then it went from 9.00 to 17 and now company asking for another rates increase and this one is an tremendous increase; I am against the increase.	PSC	JMR	Letter sent 1/10/08
P200800393	Bernell	Jiles	Hollister	MO	(ddw)opposed to this large of an increase/ home is just a vacation home and unfair to pay this minimum when not in residence/ fire protection has even warned residence that fire water pressure is insufficient.	PSC	JMR	Letter sent 1/10/08
P200800368	Kim	Kirkpatrick	Shell Knob	MO	(ddw)Customer opposed to increase/ 100% too large of an increase for any utility/ some locales pay only about	PSC	JMR	Letter sent 1/10/08
P200800541	Norman	Kisler	Shell Knob	MO	(ddw)Customer opposed to any increase/ too soon since last increase/ if this amount approved co. will have gotten a 500% increase in 15 years/ customer	PSC	JMR	Letter sent 1/16/08
P200800378	Roy	Lawson	Hollister	MO	I am single on fixed income only use 3,000 gallons; co. asking for 74% I am against the rate increase. last year they were asking for 50; this is ridiculous. Co. has not	PSC	JMR	Letter sent 1/10/08
P200800379	Roy	Lawson	Hollister	MO	I am single on fixed income only use 3,000 gallons; co. asking for 74% I am against the rate increase. last year they were asking for 50; this is ridiculous. Co. has not	PSC	JMR	Letter sent 1/10/08
P200800380	Roy	Lawson	Hollister	MO	I am single and on a fixed income; can not afford the 74% Co. is asking for; they can not even keep their billings straight; they just asked for an increase last year they do not need another.	PSC	JMR	Letter sent 1/10/08
P200800381	Roy	Lawson	Hollister	MO	I am single and on a fixed income; can not afford the 74% Co. is asking for; they can not even keep their	PSC	JMR	Letter sent 1/10/08
P200800382	Roy	Lawson	Hollister	MO	I am single and on a fixed income; co. asking for too much I am against the rate increase	PSC	JMR	Letter sent 1/10/08
P200800384	Roy	Lawson	Hollister	MO	I am single and on a fixed income; what the company is asking for is too much; I am against the rate the company is asking for	PSC	JMR	Letter sent 1/10/08

P200800385	Roy	Lawson	Hollister	MO	I am single and on a fixed income; what the company is asking for is too much; I am against the rate the company is asking for	PSC	JMR	Letter sent 1/10/08
P200800386	Roy	Lawson	Hollister	MO	I am single and on a fixed income; what the company is asking for is too much; I am against the rate the	PSC	JMR	Letter sent 1/10/08
P200800352	Lynda	Liedtke	Hollister	MO	(ddw)Customer opposed to rate increase/ customer would like to see a real justification for this increase/ customer is developer of subdivision where she lives and further development would be hindered by this increase.	PSC	JMR	Letter sent 1/10/08
P200800353	Linda	Lipke	Hollister	MO	protesting against the rate increase; there is no justification for it; 74% increase is crazy	PSC	JMR	Letter sent 1/10/08
P200800557	Gary	Lower	White Branch	MO	(ddw)Customer opposed to increase/ too soon since last increase/ area too poor for the folks who live there to pay these prices/ water is nasty and undrinkable/ hearing should be close to Warsaw	PSC	JMR	Letter sent 1/16/08
P200800532	Alma	Maples	Galnea	MO	just had an increase know they want another one?there a folks like me that don't use water sometimes, this is a second home/this is very shocking and I oppose the	PSC	JMR	Letter sent 1/16/08
P200800580	Montie	Merrill	Warsaw	MO	I am against the rate increase, company just had one two years ago; there is only three of us on this well, and the company puts in too much chlorine.	PSC	JMR	Letter sent 1/24/08
P200800401	Terry	Nichols	Shell Knob	MO	how can they double rates again they just added \$7.00 to the bill two years ago; Co. has done nothing to improve their service; my husband and I are on a fixed income.	PSC	JMR	Letter sent 1/10/08
P200800356	Sherry	Patterson	Ozark	MO	NO increase just had one two years ago.	PSC	JMR	Letter sent 1/10/08
P200800521	Jack	Pitts	Hollister	MO	74% that the company is asking for is out of this world; I am on a fixed income can not afford more than what I am paying at this time.	PSC	JMR	Letter sent 1/16/08
P200800391	Michael	Polk	Republic	MO	company should charge according family size; why should a house hold of two or less pay the same amount.	PSC	JMR	Letter sent 1/10/08
P200800350	Robert	Pothoven	Hollister	MO	rate increase is tremendous, it is not good for people who are on a fixed income; this is very discouraging.	PSC	JMR	Letter sent 1/10/08
P200800372	Cassiday	Slygare	Shell Knob	MO	against rate increase just had one about a year ago this is too high	PSC	JMR	Letter sent 1/10/08
P200800405	Zoa	Spalinger	Shell Knob	MO	See attached	PSC	JMR	Letter sent 1/10/08
P200800573	Karen	Stine	Shell Knob	MO	company just had a rate increase two years they do not need another too high; no more water than what I use.	PSC	JMR	Letter sent 1/24/08

P200800332	Charles	Stum	Branson	MO	(ddw)customer angry over rate request and feels that it is way too much for the service he receives and his social security was only raised 2.6 %./ customer wants reconsideration of allowing companies to even request this type.	PSC	JMR	Letter sent 1/10/08
P200800345	Kathryn	Sullins	Warsaw	MO	(ddw)Customer opposed to increase/ customer on Social Security and she only got a 2.6% raise and wonders where the company gets off asking for a 57.24% raise/ customer considers this to be highway robbery/	PSC	JMR	Letter sent 1/10/08
P200800587	Michael	Taylor	Shell Knob	MO	(ddw)Thinks increase of this amount is insane/ way too soon since last increase/	PSC	JMR	Letter sent 1/24/08
P200800505	Kelley	Treat	Shell Knob	MO	(ddw)Customer opposed/ customer wonders why increase is permanent/ request seems extreme/	PSC	JMR	Letter sent 1/16/08
P200800358	Robert	Vedder	Warsaw	MO	that is absurd what the company is asking for they just had an increase two years ago. that is too much for people who are on a fixed income.	PSC	JMR	Letter sent 1/10/08
P200800460	Harry	Waterson	Branson	MO	(ddw)too little information given on customer notice to make an informed decision/ too quickly since last rate increase request/	PSC	JMR	Letter sent 1/16/08
P200800468	Harry	Waterson	Branson	MO	LTA service area, questions new tank, new pump, and new control panel (?what new facilities are included in rates) Also has slugs of air in the lines since new tank was in service. Check on field visit. -entered byJM	PSC	JMR	Letter sent 1/16/08
P200800341	Edward	Wdowiak	Republic	MO	(ddw)Customer believes that rate increase is way too high/ would agree to a smaller 10-20% increase.	PSC	JMR	Letter sent 1/10/08
P200800404	Joyce	White	Shell Knob	MO	(ddw)Opposed/ just had an increase approx 1 year ago/ minimum gallons should be raised to 5000 gallons/ infrastructure in place already/ few on this line use 3000 gallons anyway.	PSC	JMR	Letter sent 1/10/08
Letter	Marlene	Adams	Republic	MO	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	John	Atkins	Branson	MO	See attached.	PSC	JMR	E-mail response sent 1/14/08.
E-mail	Kenneth P.	Betser	Republic	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	Roni &	Blanche	Republic	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	Priscilla	Brown	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/9/08.
Letter	Warren	Camp	Hollister	MO	See attached.	PSC	JMR	Letter sent 1/10/08
Letter	Arnold O.	Chantland	Toledo	IA	See attached.	PSC	JMR	Letter sent 1/10/08
Fax	Wayne	Crawford	Shell Knob	MO	See attached.	PSC	BN	Staff is currently investigating.
E-mail	Laura	Davidson	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/14/08.
E-mail	Brian	Dieterle	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/7/08.
E-mail	Brian	Dieterle	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/9/08.
E-mail	Mike	Doty	Warsaw	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	Mike	Ellison	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/7/08.
E-mail	June	Foreman		MO	See attached.	PSC	JMR	E-mail response sent 1/10/08.

E-mail	Richard G.	Frerichs	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	James	Fry	Republic	MO	See attached.	PSC	JMR	E-mail response sent 1/22/08.
E-mail	Jim	Gragson	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/28/08.
E-mail	JoAnn &	Gray	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
Letter	Betty	Hartel	Kearney	MO	See attached.	PSC	JMR	Letter sent 1/16/08
E-mail	Virginia	Hickox	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
Fax	Nelson	Hipkins		MO	See attached.	PSC	BN	Staff is currently investigating.
Letter	George	Jackson	Plato	MO	See attached.	PSC	JMR	Letter sent 1/10/08
Letter	Norma	Jones	Branson	MO	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	Henry &	Jones	Warsaw	MO	See attached.	PSC	JMR	E-mail response sent 1/16/08.
E-mail	Mike &	Klein	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/14/08.
Letter		Lakewood	Shell Knob	MO	See attached.	PSC	JMR	Letter sent 1/16/08
Letter	Tom	Lavelly	Shell Knob	MO	See attached.	PSC	JMR	Letter sent 1/24/08
E-mail	Lawrence	Mahoney		MO	See attached.	PSC	JMR	E-mail response sent 1/9/08.
Letter	Karen R. &	Mauger	Hollister	MO	See attached.	PSC	JMR	Letter sent 1/24/08
E-mail	Donald D.	McClung		MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
Fax	Brian &	Miles	Branson	MO	See attached.	PSC	JMR	Letter sent 1/28/08
E-mail	Jeff	Milne	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	Colleen	Moen	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/22/08.
Fax	Jim & Peggy	Moon	Springfield	MO	See attached.	PSC	JMR	Letter sent 1/24/08
E-mail	Leland & Kay	Novotny	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/10/08.
E-mail	John E.	Ogle		MO	See attached.	PSC	JMR	E-mail response sent 1/14/08.
E-mail	Mary O. R.	Paddock		MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
Letter	Wally	Phillips	Shell Knob	MO	See attached.	PSC	JMR	Letter sent 1/24/08
E-mail	Gary	Presley	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/16/08.
E-mail	Marv	Reese	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/7/08.
E-mail	Joanne & Roger	Reinhard		MO	See attached.	PSC	JMR	E-mail response sent 1/17/08.
E-mail	Janet & Dean	Reppert		MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
Letter	Helen	Riddle	Branson	MO	See attached.	PSC	JMR	Letter sent 1/17/08
Letter	Douglas L.	Ritchie	Branson	MO	See attached.	PSC	JMR	Letter sent 1/24/08
Fax		Riverside Estates	c/o C & B Welding	MO	Petition-see attached.	PSC	JMR	Fax response sent 1/24/08.
E-mail	Lori & Robert	Robbins	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/10/08.
Letter	Carol	Romero	Shell Knob	MO	See attached.	PSC	JMR	Letter sent 1/28/08
Letter	Jerry	Shelton	Shell Knob	MO	See attached.	PSC	BN	Staff is currently investigating.
E-mail	Robert	Siverly	Republic	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	Priscilla	Six	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/7/08.
E-mail	Werner P.	Spalinger	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/7/08.
Letter	E. K.	Spring	Overland Park	KS	See attached.	PSC	JMR	Letter sent 1/16/08
Letter	Robert & Dianna	Squibb	Fort Smith	AR	See attached.	PSC	JMR	Letter sent 1/10/08

E-mail		T & J Marine		MO	See attached.	PSC	JMR	E-mail response sent 1/9/08.
Letter	Jim	Tone	Lexington	IL	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	Don & Annie	Townsend	Maryville	MO	See attached.	PSC	JMR	E-mail response sent 1/17/08.
Letter	Ordon	Tummons	Shell Knob	MO	See attached.	PSC	JMR	Letter sent 1/16/08
Letter	Linda	Vonhaben	Branson	MO	See attached.	PSC	JMR	Letter sent 1/24/08
E-mail	Donald	Wagner		MO	See attached.	PSC	JMR	E-mail response sent 1/16/08.
Letter	John	Walker	Mission	KS	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	Carol E.	Webb	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/10/08.
E-mail	Edward	Wegener	Branson	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	Rick & Lisa	Westfall	Hollister	MO	See attached.	PSC	JMR	E-mail response sent 1/2/08.
E-mail	Becky	White	Republic	MO	See attached.	PSC	JMR	E-mail response sent 1/22/08.
E-mail	David P.	Wilhelm	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/17/08.
E-mail	Wendell L.	Wilkinson	Shell Knob	MO	See attached.	PSC	JMR	E-mail response sent 1/16/08.
Fax	Kevin & Vicky	Woods	Shell Knob	MO	See attached.	PSC	JMR	Letter sent 1/28/08

QW-20008-0007

E-mails Received

By The

Water & Sewer Department

**Russo, Jim**

---

**From:** ocvacation@aol.com  
**Sent:** Sunday, January 13, 2008 12:52 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** Water rate increase

Hello:

I receiver notice from Aqua Water Company asking for a 119 percent raise in water rates.

I believe that a 119 percent raise is not justified.

In 2005 Aqua requested an increase of 152 percent and after investigation by the Public Service Commission and Public Counsel a smaller percentage was approved. This increase with the proper planning should have been sufficient to operate for more than two years.

The only improvement that I have noticed in my area has been the painting and repair of the water tank. The occasional odor from the water is still there. I live down on the lake and near the end of this line.

Thank uou for your time and I again protest this large percentage that is requested.

Sincerely

John Atkins  
494 River Drive  
Branson, MO 65616  
417-335-5000  
Ocvavation@aol.com  
Lake Taneycomo Acres

---

More new features than ever. Check out the new [AOL Mail!](#)

1/14/2008



**Russo, Jim**

---

**From:** HelkenB@aol.com  
**Sent:** Monday, December 24, 2007 2:49 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** Increased Water Rates - QW-2008-0007

To Whom It May Concern

I am writing in opposition to the proposed 89.90% water rate increase to our subdivision (Rankin Acres) by Aqua/RU, Inc.....submitted to the Public Service Commission on Dec 7, 2007. (I received in the mail Dec 24th thru an announcement dated Dec 20,2007).

I fully recognize the changes in costs associated with inflation, however, an increase of practically doubling rates is outrageous, especially when Aqua states the reason is for increases in operating expenses and over \$15,000. they have invested in capital improvements(?).....I personally have not noticed any improvements that have been made and patch work for aging water lines is still continuing.....water pressure still drops during early morning and evening hours of peak usage and nothing has changed since Aqua Inc wanted to double the rates back in 2005 when your commission only allowed a fair rate increase of \$2.39 per month.

I am sure that Aqua may have had some additional expenses during the Jan 2007 ice storm when power was lost for approximately 10 days and they had to rent a generator for the pump to provide water to residents in Rankin Acres (which I might add took a few days).....however, I don't feel this should warrant a 90% increase to water bills for residents.....

As in the past I am sure the Commissioners and the Office of the Public Counsel will use good and fair judgement in litigating this request by Aqua/RU Inc.....

Sincerely

Mr. Kenneth P. Betser  
7627 West Wade St  
Republic, MO 65738

---

See AOL's [top rated recipes](#) and [easy ways to stay in shape](#) for winter.

1/2/2008

**Russo, Jim**

---

**From:** roni blanche [ronib44@hotmail.com]  
**Sent:** Monday, December 24, 2007 4:21 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** QW-2008-0007

This response is regarding the proposed water rate increase from Aqua/RU, Inc.  
#QW-2008-0007.

First, my husband and I believe the rate increase is extraordinarily high and out of line, going from \$24.73 to \$46.96 minimum monthly charge. 89.90% is exorbitant for a single increase, regardless of increased operating expenditures. Our income certainly never increases 89.90% at one time, so expecting customers to financially accommodate this jump in rate at one time is foolish. If I recall correctly, our water supplier asked for a similar increase within the past two years and it was denied for a more reasonable percentage, so hopefully reason will win out this time as well. We are certainly willing to participate in paying a reasonable amount, but that does not mean almost doubling our current bill. Perhaps a graduated increase could be done, say 20% per year for 2 years (\$24.73 to \$29.68 the first year, then \$29.68 to \$35.62 the second year) and then the company's needs revisited to see if an additional increase is needed. Or perhaps a one-time charge per year could be added for capital improvements and that money invested.

Second, we do not believe that our water is currently being metered anyway to determine usage. Our bill has always been a flat rate since we moved in almost 10 years ago. Having a flat rate does not encourage conservation of a precious natural resource, which should be a priority in the first place, and it does not allow the customer any control over their expenditures. We are a two-person household and try to conserve, and we don't believe we should be penalized by paying a flat rate the same as other larger households that waste water. If rates are going to be raised, I believe our usage should be metered and we should pay according to usage.

Finally, before any increase is approved we would like to be notified of exactly what the capital improvements have been and the cost. We would also like a thorough review of the company's business practices to make sure they are effectively managing the financial assets they currently have. We are not currently dissatisfied with our water or service, but we have had times in the past where our subdivision seems like the forgotten child when we've had water service problems. In January 2007 during the ice storm, our water went out on Saturday 1/13/07 and there wasn't even a generator brought in until Wednesday or Thursday to get the water flowing again and it was at least a week later before we got the OK to drink it. This has happened before during times of power outage, but never for that long. We want to make sure these "improvements" cover contingencies for things like power outages.

Thank you for your time and consideration of our response.

Roni and Keith Blanche  
4834 S. Bailey  
Republic, MO 65738  
417-732-6794  
Account #001341324 1003277

---

The best games are on Xbox 360. Click here for a special offer on an Xbox 360 Console.  
<http://www.xbox.com/en-US/hardware/wheretobuy/>

**Russo, Jim**

---

**From:** prisbrown@juno.com  
**Sent:** Tuesday, January 08, 2008 2:15 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** Aqua Missouri, Inc. Rate Increase

I am writing to protest the proposed water rate increase by Aqua Missouri, Inc. for Riverpoint Estates, Hollister, Missouri. It is absolutely ridiculous that they are asking for a 74.02% increase. Many people in this area are on a fixed income, and it would be very difficult for them to pay this amount just for water. I hope you will consider this when you making your decision.

Thank you for your consideration,  
Priscilla Brown  
158 River Point Rd. #16  
Hollister, MO 65672

**Russo, Jim**

---

**From:** largepox@centurytel.net  
**Sent:** Tuesday, January 08, 2008 8:03 PM  
**To:** Water.Sewer  
**Subject:** awaqua water rete increase

We are located in the Hollister area and protest the yearly attempt to increase water rates. Thank you, Brian

**Russo, Jim**

---

**From:** largepox@centurytel.net  
**Sent:** Wednesday, January 02, 2008 8:21 PM  
**To:** Water.Sewer  
**Subject:** rate increases by aqua missouri inc. (aqua)

We are residents of Hollister Missouri residing at riverpoint condominiums. We protest the rate increase attempted every year. Thank you, Brian Dieterle

**Russo, Jim**

---

**From:** mdoty [mdoty@iland.net]  
**Sent:** Wednesday, December 26, 2007 9:42 AM  
**To:** Water.Sewer  
**Subject:** QW-20080007/WHITE BRANCH/ WARSAW MO

this rate increase is totally out of line . the cost a couple of years ago was 16.88, then went to 25.36 now what? i have a small 2 man pest control co here on wildcat dr. probable flush the toilet a few times per day, use very little water. i know this won't do any good as it hasn't in the past but i think these charges are out of line, these aqua people are not even here in missouri, it seems that every few months i send my payment to a different address. i think they should install meters and charge by usage. thank you.

mike doty  
31652 hiway 83/wildcat dr  
warsaw mo. 65355  
660-438-6280  
669-438-6529-fax  
mdoty@iland.net

1/2/2008

**Russo, Jim**

---

**From:** michael ellison [iws2go@yahoo.com]  
**Sent:** Friday, January 04, 2008 9:41 AM  
**To:** Water.Sewer  
**Subject:** comments for request QW-2008-0007

To whom this may concern,

I dont understand how anybody can make a legitimate determination without a complete financial staement. To cherry pick operating expenses and not disclose items such as how much profit was made is absurd. How much did the president or CEO make during this time period [including exspense account]? If this request is approved that will be a 300% increase in just 2 to 3 years. There is absolutly not one single item on the market that has escalated that quickly to substantuate this.

I did not join a coop and agrre to share operating expenses. This is a for profit company. It is evident that the monies needed to perform these operations were already available and spent as needed.

It appears to me that the maintanence that took place will not be required for some time again. If these operations are not needed again say for two to five years is Aqua going to request a decrease? No there profit margine will soar. Wich in fact I think that is what all this is about. The money has already been spent. I dont see any mention of bankruptcy or company to be sold. It gives me the impression Aqua is doing fine and they need to recoop expenses just like a business is supposed to do. I think I will go out and buy a new car and go tell my boss I need a \$500.00 a month raise for my operating expenses.

I think a complete financial statement should be sent to all rate payers before there is a decision made so all of us [including the commission] can make comments and decisions that have integrity and are fair to all.

Thank You  
Mike Ellison  
784 Lake Road  
Shell Knob MO 65747  
iws2go@yahoo.com

---

Looking for last minute shopping deals? [Find them fast with Yahoo! Search.](#)

1/7/2008

**Russo, Jim**

---

**From:** GaryJune Foreman [garyjuneforeman@sbcglobal.net]  
**Sent:** Wednesday, January 09, 2008 2:15 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** rate increase

Dear Commission,

I am protesting the proposed 100% rate increase proposed by Aqua Missouri for three reasons.

First, when we first began service in 2004 the company was soon bought up by another corporation. If there were improvements to our service it was probably deferred maintenance that should have been paid for out of profits already paid by the consumer. This rate increase proposal is simply the result of a big company acquiring a smaller company and wanting to place "big company" pricing on us.

Secondly, our service is for property that is a vacation residence. We are only there six to eight days per month and are charged a minimum monthly rate for water usage. Therefore, we are already paying for water that we don't use.

I definitely don't want to now pay DOUBLE for water I don't use!!!!

Thirdly, It is unrealistic that ANY company should be allowed to DOUBLE their rates. I don't know about any of you, but my salary hasn't doubled. In fact, most salary increases are merely 3% on an annual basis.

If Aqua Missouri wants to double their income, they should simply get more customers.

Sincerely,  
June Foreman  
Customer #001341785 1003693

1/10/2008



**Russo, Jim**

---

**From:** FrerichsB@aol.com  
**Sent:** Thursday, December 27, 2007 9:08 AM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** Rate increase for Riverside Estates

I strongly object to the proposed operating revenue increase Aqua Missouri Inc. has requested for the residents of Riverside Estates in Hollister. A 74% on a permanent request is outrageous. Any capital expenditures by Aqua should be taken from current billing revenue and and tariffs, not a huge increase for homes that are more than 25yrs of age and occupied by senior citizens on fixed incomes.

Richard G. Frerichs  
186 Holyoke st  
Hollister, Mo. 65672

---

See AOL's [top rated recipes](#) and [easy ways to stay in shape](#) for winter.

**Russo, Jim**

---

**From:** FrerichsB@aol.com  
**Sent:** Thursday, December 27, 2007 2:07 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** water increase rate Riverside Estates, Hollister

I strongly object to the proposed operating revenue increase Aqua Missouri Inc. has requested for the residents of Riverside Estates in Hollister. A 74% on a permanent request is outrageous. Any capital expenditures by Aqua should be taken from current billing revenue and and tariffs, not a huge increase for homes that are more than 25yrs of age and occupied by senior citizens on fixed incomes.

Richard G. Frerichs  
186 Holyoke st  
Hollister, Mo. 65672

request number QW 2008-0007

---

See AOL's [top rated recipes](#) and [easy ways to stay in shape](#) for winter.

**Russo, Jim**

---

**From:** Jim Fry [jimarfy@cablemo.net]  
**Sent:** Saturday, January 19, 2008 3:17 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** QW-2008-0007  
**Attachments:** PSC'08Letter.doc

Dear Sirs:

I have attached a letter addressing request number QW-2008-0007. Please forward it on to the appropriate people.

Thank you,

James Fry  
7341 W. Wade  
Republic, MO 65738

Note new e-mail address: jimarfy@cablemo.net

No virus found in this outgoing message.

Checked by AVG Free Edition.

Version: 7.5.516 / Virus Database: 269.19.7/1232 - Release Date: 1/18/2008 7:32 PM

1/22/2008

January 19, 2008

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

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

Re: QW-2008-0007  
Aqua/RU Inc. (Rankin Acres)

Dear Sirs:

It seems that every two to three years that I must write to you concerning another request by the owner of the utility that supplies water to my home. Again this time it is Aqua/RU, Inc. that is seeking an 89.9% increase in the water rates. In 2005 it was a 91.41% requested increase, in 2002 it was a 54.4% increase. I realize they come to the Commission asking for the "whole chicken" hoping that you will give them all the "breast meat", but based on their past performances and not doing what the Commission has outlined for them to do when increases have been approved, I don't think they even deserve the part that "goes through the fence last".

To the best of my knowledge Aqua/RU has not made backup plans in case our single source supply fails. This past January we were without water for approximately four days due to the ice storm. No one was informed if it was due to not being able to secure a generator or not. I would think that power interruptions should be addressed by the company's backup plans. What are their plans if the well fails? It is an older well, there is more demand on it now and the water table in this area of the state is falling.

In the Customer Notice that was sent out it states that "more than \$15,000" has been spent by the company on capital improvements. Where and on what? Are these mandated changes/improvements by DNR? We have not seen any changes on the east side of the system.

Again in the Customer Notice it states the new rates are "based upon an assumed monthly water usage of 5,000 gallons". They have to assume because they have never installed water meters as they stated they would do in 1999. How would they know if some homes use more than 5,000, 6,000 or even 8,000 gallons? This leads to the other interesting item is in the chart at the bottom of the notice. Using the new rates it states:

Monthly Minimum Charge (includes 6,000 gallons)	\$46.96
Usage Over 6,000 gallons (per 1,000 gallons)	\$ 4.96
Total Monthly Bill (at 5,000 gallons usage)	\$46.96

In closing I understand a small 5-8% increase may be needed due to increases in fuel, supplies, etc. but even that amount is greater than most of the residents will see in their paychecks this year.

Thank you for the opportunity to address this proposed rate increase.

Sincerely,

James Fry  
7341 W. Wade  
Republic, MO 65738  
Home phone: 417-732-6332  
Work phone: 417-864-1664

**Russo, Jim**

---

**From:** JGragson [jgragson@centurytel.net]  
**Sent:** Wednesday, January 23, 2008 12:22 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** Water Increase 012008  
**Importance:** High  
**Attachments:** Water Increase 012008.doc

Please see the attached.

1/28/2008

January 23, 2008

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

Gentlemen:

This is in response to the request made for an increase by Aqua/RU aka Aqua Missouri for an increase in water rates of 100.1% submitted to you on December 7, 2007. First of all, the 100.1% increase is exorbitant and unrealistic, particularly in light of the increase two years ago.

In Turkey Mountain Estates II, a subdivision in Shell Knob, Missouri, there are approximately 145 residents, many of whom are summer residents only who use substantially less than the 5000 gallon minimum (the figure requested by Aqua) than the current minimum of 3000 gallons. In my own case as a permanent resident my monthly average is less than 3000 gallons, so consequently in theory my cost and many other owners is less to Aqua.

Should any increase be granted the minimum monthly usage should be increased to 5000 gallons per month since Aqua wishes to use this figure as the norm.

On behalf of myself and other residents of TME II I request that Aqua's request be denied.

Thank you for your attention to this matter.

Jim Gragson  
Temporary President of TME II  
243 S Keystone  
Shell Knob, MO 65747 = Phone: 417-858-2927 – email: [jgragson@ceturytel.net](mailto:jgragson@ceturytel.net)

CC: Office of the Public Counsel, Attn: Lewis Mills  
Aqua Missouri, Inc.

**Russo, Jim**

---

**From:** JoAnn [dgrumpyswife@centurytel.net]  
**Sent:** Saturday, December 29, 2007 1:33 PM  
**To:** Water.Sewer  
**Subject:** Raise in water rates.

RE: Raising Cost of water to River Point Estates; Almost 75% raise is absolutely ridiculous. Stop this action.  
Sincerely,

JoAnn & Don Gray

1/2/2008



**Russo, Jim**

---

**From:** Virginia Hickox [vhickox@msn.com]  
**Sent:** Friday, December 28, 2007 7:28 AM  
**To:** Water.Sewer  
**Subject:** RIVERSIDE ESTATES

TO THE PUBLIC SERVICE COMMISSION:  
[WATER.SEWER@PSC.MO.GOV](mailto:WATER.SEWER@PSC.MO.GOV)

IN RESPONSE TO YOUR RECENT INFORMATION ABOUT AQUA WANTING TO RAISE THE  
COST OF WATER TO RIVERSIDE ESTATES,

THIS RATE INCREASE PROPOSED IS OUTRAGEOUS.... 74.02%

PLEASE STOP THIS ACTION.

Virginia's Thought of the Day: A little more persistence, a little more effort, and what seemed  
hopeless failure may turn to glorious success. Elbert Hubbard

1/2/2008

**Russo, Jim**

---

**From:** Virginia Klein [vklein34@hotmail.com]  
**Sent:** Sunday, January 13, 2008 11:03 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** [Released] [SPAM? 98 ] water increase

I am appalled that you are allowing another water increase at our residence in Shell Knob, Mo. I feel that we are paying way to much as it is. In the last five years I have not used 5000 gallons. I believe that we are paying to much for not much. We maintain our own septic tanks so there is no expense of sewer and we also pay our own trash removal and that is not included in our bill. I was very angry at the last increase as this is a second home and we have not used 5000 gallons in five years. The cost before this last increase was manageable, but I will not due another increase for truly nothing.

Our primary residence in McPherson, Kansas is less monthly. Our bills here consist of water, sewer and trash removal. We have none of that with Aqua source in Shell Knob, Mo. In McPherson, Kansas I pay about \$20.00 per month for a family of five and during the summer when we water our yard every day I have paid as much as \$70.00 I admit that expense in only the water portion of our bill.

As it stands now I will shut off the water if this increase is allowed and I will get some buckets and haul it up from the lake. I hope more people will follow this move as this is outrageous and I will not pay it.

Thank you,  
Mike and Virginia Klein  
16 Cobb  
Shell Knob, Mo  
or  
Mike and Virginia Klein  
P.O. Box 231  
McPherson, Kansas 67460

---

Watch "Cause Effect," a show about real people making a real difference. [Learn more](#) =

1/14/2008

**Russo, Jim**

---

**From:** Lawrence Mahoney [lmahoney@platwls.com]  
**Sent:** Wednesday, January 09, 2008 10:36 AM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** Ozark Mountain Customer Notice--Rate Increase

When is Aqua Missouri, Inc (Aqua) going to become realistic about water rate increases of 100.01%?

Give me a break!

I must protest this huge increase by Aqua Missouri, Inc. as it will be very difficult for most of its customers to experience an increase in water costs. Most of the people that live in our subdivision are retired and living on a fixed income. As a retired school teacher I have not received an inflation increase from my retirement system in the 9 years that I have been receiving benefits. That means I am using 1999 dollars for purchasing goods and services in 2008.

I believe that Aqua Missouri, Inc. will experience decreased revenue from the Turkey Mountain Estates #1 area as the increased cost of water will impact existing homes and stop new home construction. If someone were to ask me about building in our subdivision I would hoist a red flag about the annual requests by Aqua to increase rates. I know for a fact that many areas around the lake have a home owners association that owns the water system and does an outstanding job of providing water to the residents at a great price.

With the increases experienced with energy costs to heat and cool our homes, the price of fuel for transportation, along with extremely high health costs it seems that our government is interested only in big business and has forget about people living on fixed incomes. Please take this under advisement and reconsider this unusual and extreme increase in our water rates.

Sincerely,

Lawrence E. Mahoney

**Russo, Jim**

---

**From:** Donald D. McClung [dmccclung@alltel.net]  
**Sent:** Wednesday, January 02, 2008 12:27 PM  
**To:** Water.Sewer  
**Subject:** Increase Water Bill

Dear Sir: I received notice that Aqua Missouri, Inc. is wanted to increase the water rate again for the service they are providing residence in Lakeside Heights. My account # with them is 001341763 1003671. They just had a large rate increase last year and now they are wanting to double the rate. I know cost of supplying water, gas and electric have gone up, but they should not be allow to double the rate. IF I double the fee I receive for my services - I would go broke - no one would use my services. What business would try to conserve energy or pay increase to their corporate officers if all they have to do is raise their rates to get more money. We users have no other choice but to buy our water from them. Please give this request a sound NO on their approval request. Thank You. Donald D. Mc Clung

**Russo, Jim**

---

**From:** Jeff Milne [JMilne@kerrygroup.com]  
**Sent:** Wednesday, January 02, 2008 10:32 AM  
**To:** Water.Sewer  
**Subject:** Fw: QW-2008-0007 Rate Increase

To whom it may concern:

I enjoy having a good, clean water source, but a 100% increase in rates????? I just had a review with my employer, and as he put it, "for outstanding performance this year", I got a 3 % pay raise. I can and do appreciate the need for any company to make money, but I can not for the life of me understand an increase of this magnitude. I assume that they have requested this huge increase hoping to get half. I respectfully request you diligently review this and approve something considerably less.

Respectfully Yours,

Jeff Milne  
Shell Knob, MO

Notice: This e-mail and any files transmitted are confidential and may also be privi

1/2/2008

**Russo, Jim**

---

**From:** colleen moen [moanymoany2001@yahoo.com]  
**Sent:** Saturday, January 19, 2008 2:18 PM  
**To:** Water.Sewer  
**Subject:** Lakewood Manor Water Rates-Shell Knob, Mo

We are a small group of homes.

We built our home in 2006. We paid for the water pipe lines to our home from an area down the road.

It was not at our property lines as told. Aqua Mo paid for a water meter. Only one other meter has been needed. The rest of the homes have been here twenty plus years. The developer sold off our well when he auctioned off his interests.

A 347% income in water rates in 1 1/2 years is horrendous if not immoral. What improvements have been made between the 140% hike in Sept 2006 and this request of Dec 2007???

We are being asked to sustain a greedy cooperation through their reckless purchases. Their extensive purchases in a near recession economy is listed on their Web Page; In Dec 2007 they had acquisitions in

Pa-Ill-Fla- Va Tx and VT. In Oct they acquired systems in NC-Pa. In Aug Oh-Pa. In July it was Fl-Pa.

In June Ill. In April La-Fl-Nc-Pa.

At the same time they report their 16th increase in dividends in 15 years.

They have increased their customer base from 641,000 to 927,000 in this period. Their gross profits increased to 533 million. of course this is a business but we ask where is the need for a permanent increase in this small tract of homes. They say they had a capitol outlay of \$56,000-where? Did their financial planners error last year-was it unforeseen? If they error so badly in one year -why would their next 207% be considered a well thought out business need or strategy? Do not responsible financial planners perceive further in advance-ie perceptual reasoning ability?? Their dividends and profits do not show a need and it certainly did not change between now and last years 140% hike in rates.

This huge company bases their profits and losses on their entire operations in all parts of the country.

They do not pay out dividends on "Lakewood Manor "

only or any other acquisition separately. So taking a gross capitol investment figure and dividing monies may seem fair in a simplistic manner but hardly fiscally responsible.

Asking this tiny group of homes to sustain all purchases and pay the rate of East Coast systems is more than unfair.

Certainly our country has learned that allowing any one group to control needed resources is dangerous.

Water may be the new oil but pairing us up in East Coast systems -huge populations - shortage of water destroys the personal decision individuals make to build or move to areas where the natural resources are not suffering-backward socialism with the front of capitalism. Mo needs to think about the invasion of these East Coast Moguls and the effect down the lines of having the most basic need be controlled from without. You should be scared.

This is a low income area.

We do not have a water shortage.

We personally will not be able to afford our garden and the \$100.00 water bill (actual figure by Mo-Aqua is \$93.44) The other lots will never sell because there are too many old developments where the landowners pay \$80.00 to 100.00 a Year for their water.

Please look over this proposal in a gifted manner-going beyond mere figures and clever wording .

Colleen and Martin Moen

---

Never miss a thing. Make Yahoo your home page.

**Russo, Jim**

---

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

**To Whom It May Concern:**

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

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

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

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

**Respectfully submitted:**

**Leland and Kay Novotny**

**468 Lake Road**

**Shell Knob, Missouri 65747**

**Primary residence: 5507 Bryant Place**

**Springdale, AR. 72764**

**Russo, Jim**

---

**From:** John Ogle [jogle000@centurytel.net]  
**Sent:** Saturday, January 12, 2008 1:09 PM  
**To:** Water.Sewer  
**Cc:** Lewis Mills; David Sater; Jack Goodamn  
**Subject:** Water (Lakewood Manor)

We have been served notice that Aqua/RU Aqua Missouri Inc. is asking for another 207.89% increase in our water rates. this is on top of the 156% increase of less than two years ago. When living in the cities, we never paid as much for water and sewer combined as we are at our current rates for just water. As for their engineering for a new storage tank, this can be paid for by the new homes that would be built as they hook into the system. this not the responsibility of the current users. As I see it, all we are doing is lining the pockets of an eastern conglomerate with blessings of the Public Service Commission.

This company has done nearly nothing to improve this system except to send two people to read the meter, where we had one previous to this company and we don't have a new meter, it is the same one as the one here previous to their purchase from the original owner. This company is based in Pennsylvania and service from them is a long drawn out situation my neighbor has just found out. As we tried to tell you at the last public hearing that this company is not a responsible company and should not be allowed to operate in the good state of Missouri. It is obvious that everything in this notice is a lie and should be treated as such. The only supposed improvement that they have done is to put in a new pump and that is smaller than the one that was there originally.

Our water service is for water only and not including sewer, so this estimate of increase does not make any sense. This indicates to me that someone in the Public Service Commission is taking a bribe and this should be traced down and that employee or employees should be fired. It may be time for a congressional investigation of the Public Service commission,

Sincerely,

John E. Ogle

1/14/2008



**Russo, Jim**

---

**From:** paddocke@centurytel.net  
**Sent:** Wednesday, December 26, 2007 5:30 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** Re: Ozark Mountain Customer Notice

To Whom it May Concern:

My husband and I and our four sons are homeowners in the branch of Ozark Mountain Estates known locally as Turkey Mountain II. My name is Mary Paddock.

As customers of Aqua/RU Inc and having no choice in whether we use this service or not, I would very much like to voice my opinion with respect to the prospect of our rates being raised.

I don't think I'd be out of line if I told you that this proposed rate change comes at a terrible time for many of the customers Aqua Source services in Turkey II. Easily 2/3 of this particular segment of the population are working class people, many of whom are operating below the poverty line. In case you've missed it, we're already struggling. Food pantries, commodities services, and food stamp use has climbed significantly within the last year.

If I'm not mistaken, our rates were nearly doubled last spring. With six people in our home, you can imagine how much water we use so this was a huge jump for us. We went from paying \$35.00 or so a month to an average of 65.00 or more. But I understood that this rate change was to bring charges in line with what the water companies in the rest of the country were charging and that they'd delayed the raising our rates for extended period of time. Because I understand that it costs money to run a business and that the employees of AquaSource need paychecks too, I didn't voice my objections.

I'm not feeling so generous at the moment. Working class families in this area are being buffeted on all sides--rising gas prices, food bills and utility bills have undercut us all, leaving us scrambling just to keep food on the table. A %100 increase in rates is going to do nothing but make it harder for people like us to pay our bills.

With this in mind, I would ask that Aqua Source's rate change be delayed for at least six months, if not a year.

Thank you for your time.

Sincerely Yours,  
Mary O.R. Paddock

1/2/2008

**Russo, Jim**

---

**From:** happydazelp@aol.com  
**Sent:** Thursday, January 10, 2008 7:31 PM  
**To:** Water.Sewer  
**Subject:** Aqua Missouri rate increase

01/10/08

To whom it may concern:

This is in response to the notice that I received concerning the water rate increase proposed for Riverside Estates (reference QW-2008-0007).

I feel that an over 70% increase is unreasonable and unjustified and request at this be carefully reviewed prior to awarding the request.

We have received no new services, that I am aware of, in the Riverside Estate addition that would warrant this large of an increase in rates.

Please consider denying the request of Aqua for this water rate increase.

Laura Davidson Perez  
296 Amherst  
Hollister, MO 65672  
(417) 336-1916

---

More new features than ever. Check out the new [AOL Mail!](#)

1/14/2008

**Russo, Jim**

---

**From:** Gary Presley [garypresley@gmail.com]  
**Sent:** Monday, January 14, 2008 10:51 AM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** Reference QW-2008-0007

We have received notice from Aqua/RU, Inc., a/k/a Aqua Missouri noting that that corporation has requested a permanent rate increase of 100.01% for "Ozark Mountain."

We own a vacation cabin at Turkey Mountain Estates (#2) located east of Shell Knob, Missouri and apparently included in this "Ozark Mountain" increase.

As with many properties in that area, we use our cabin no more than 30 days a year. A minimum monthly rate of \$40.96 is entirely unrealistic. In fact, a rate increase of that amount is contrary to economic health and development for Shell Knob and its environment.

I appreciate Aqua/RU Inc.'s need for a viable cash flow; however, if a reasonable rate increase can be justified (*and frankly I do not see how a rate increase of more than 100% can be justified*), I suggest it be applied to those units using more than the minimum.

Thank you.

--

Gary Presley  
<http://garypresley.blogspot.com/>  
<http://www.garypresley.net/>

1/16/2008

**Russo, Jim**

---

**From:** Marv Reese [biplanemarv@centurytel.net]  
**Sent:** Friday, January 04, 2008 8:15 AM  
**To:** Water.Sewer  
**Cc:** The Hon. Kit Bond; Congressman Roy Blunt  
**Subject:** Proposed rate increase

You request for a 100.01% rate increase is criminal. If the system needed that much of an upgrade you should not have purchased it in the first place. I suggest you fire everyone associated with that purchase if they are that ignorant & then sell the system to some other idiot. I know how the game works however and believe it is time to contact my senator. This is outrageous!

1/7/2008

**Russo, Jim**

---

**From:** roger I reinhard [roger072@centurytel.net]  
**Sent:** Wednesday, January 16, 2008 10:39 AM  
**To:** Water.Sewer  
**Subject:** Request number QW-2008-0007

Dear Public Service Commission:

Again, we are writing to oppose Aqua Missouri, Inc.'s oppressive rate increase. We received a large increase about 2000. In July '02, they requested a 54.4% increase, August '06 a 63% increase, now 100.01%. In August '06, I testified against the increase at the public hearing from the Keeter Center. These rates have far surpassed the rates where we lived in Illinois that included water, sewer and garbage.

Ozark Mountain Water-Lakeside Heights had better water quality in the 90's with a rate of \$7/month than we have now. Many in our area are part time who continue to pay the minimum for little usage. It is becoming increasingly difficult to pay these ever increasing rates as fixed income retirees. A garden will be an impossibility as the monthly charge increases to \$70+/month with the old rates during summer drought in SW MO.

The only update to Ozark Mountain Water in Lakeside Heights was a new water tower several years ago. No mains have been replaced-only leaks fixed.

This large increase should be denied.

Sincerely,

Joanne and Roger Reinhard

**Russo, Jim**

---

**From:** Janet Reppert [janetreppert@hotmail.com]  
**Sent:** Thursday, December 27, 2007 8:55 AM  
**To:** Water.Sewer  
**Subject:** Comments on request #QW-2008-0007

Comments on request #QW-2008-0007

My husband and I feel an increase of water rates of over 100% are too high. The quality of the water is such that we have had to install a water softener to avoid damage to appliances. Also, an increase of over 100% seems excessively high under any circumstances.

Thank you for considering our comments.

Sincerely

Janet and Dean Reppert

---

Don't get caught with egg on your face. Play Chicktionary! [Check it out!](#)

1/2/2008

**Russo, Jim**

---

**From:** Lori First Premier [lrobbins@firstpremiermortgage.com]  
**Sent:** Wednesday, January 09, 2008 2:29 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Cc:** Lori Robbins; rrobbins@cityofbranson.org  
**Subject:** RE: QW-2008-0007  
**Attachments:** Lori Robbins.vcf

TO:

Public Service Commission  
ATTN: Water/Sewer Dept.

and

Office of the Public Counsel  
ATTN: Lewis Mills

From:

Rob & Lori Robbins  
257 Jupiter Way  
Branson, MO 65616

January 9, 2008

This email letter is in response to the mailed letter we received December 31, 2007 stating Aqua, Missouri is requesting a 119.47 percent increase.

This is an outrageous increase request. Aqua, Missouri purchased LTA with full knowledge of any improvements that needed to be done. By purchasing LTA they committed themselves. They are not even in billing range of any other water company around us. Branson is a retirement community, how do they expect fixed income customers to even afford such a ridiculous increase? I have not had a raise in three years and Rob only receives a one to six percent raise depending on the new cost of medical insurance, therefore, it isn't even a real raise.

How in the world will people be able to sell their homes when you disclose you have a \$32-\$53 dollar MONTHLY water bill?

You must consider only a small increase (on to five percent) if this increase is really necessary at all. Aqua, Missouri should not expect to redeem their "capital and operating expenses" all at once, as they chose to purchase LTA. We, the people in Lake Taneycomo Subdivision, did not pursue Aqua, Missouri to purchase LTA. Again I state that Aqua, Missouri knew what they were buying.

Sincerely,

Lori Robbins  
Robert Robbins

1/10/2008

**Russo, Jim**

---

**From:** ROBT SIVERLY [robtsiverly@sbcglobal.net]  
**Sent:** Wednesday, December 26, 2007 3:45 PM  
**To:** Water.Sewer  
**Subject:** Reference request # QW-2008-2007

To whom it may concerne: I received your letter on 12/22/07, in reference to the Aqua Missouri, Inc. for rate increase of 89.90% for water service in the Rankin acres subdivision, and I think that this increase is way out of proportion for the services that we receive. If they want to increase their rates, then the best way to do that is: leave it the same as the price is now, and put water meters on all of the residents that use their water. I really don't want to pay for the person that waters their lawn everyday, or uses their water unwisely. This way everyone pays for their own use. How simpler can it get? I say deny the request until this is done, and leave the rate where it's at.

Thankyou,

Mr. Robert Siverly  
7669 W. Wade  
Republic, Mo.  
{ Rankin Acres subdivision }

1/2/2008



**Russo, Jim**

---

**From:** Priscilla Six [psix@centurytel.net]  
**Sent:** Wednesday, January 02, 2008 7:30 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** Request Number QW-2008-007

**I have received notice that our water company, Aqua/RU, Inc., a/k/a Aqua Missouri, Inc. is requesting a rate increase of 100.01 percent.**

**I feel this is an unfair increase and totally out of line. I understand the company has had a great deal of expense. I would not be opposed to a small increase to help recover these expenses, but I feel a 25 to 30 percent increase would be fair. Thank you. Priscilla Six, HCR 64, Box 2101, Shell Knob, Mo. 65747**

1/7/2008

**Russo, Jim**

---

**From:** Joanne Spalinger [zspalinger@centurytel.net]  
**Sent:** Friday, January 04, 2008 3:01 PM  
**To:** Water.Sewer  
**Subject:** Aqua Water

**Subject:** Aqua Water

Public Service Commission  
Attn: Water/Sewer Department  
Post Office Box 360  
Jefferson City MO 65102

Office of the Public Counsel  
Atten: Lewis Mills  
Post Office Box 2230  
Jefferson City MO 65102

Again this year we have received a notice from AquaMissouri that they are seeking a rate increase of 207.89% this year. This is outrageous as they just asked for an increase last year of 143.25% and were awarded a large part of that request.

We have a small well and no improvements have been made to our system with that increase.

As a widow on a limited income I have already had to stop watering my lawn and have removed flower gardens so I can reduce my spending.

Someone needs to step up and take a hard look at this company and its rate increase practices. The sample they sent says my current water bill of \$30.35 would be increased to \$93.44. This amount of increase is outrageous!

Will someone please stand up for the customers that only have a small well as a water supply?

Thank you for your attention to this matter.

Mrs. Werner P. Spalinger  
Zoa Joanne Spalinger  
HC 1 Box 4010  
Shell Knob MO 65747  
417-858-6418 Home  
417-234-6579 Cell  
417-334-3671 Work (Mon, Tues, Wed & Fri 8am to 4 pm)  
Aqual Missouri account # 001342413 1004252

1/7/2008

**Russo, Jim**

---

**From:** T&J Marine [tjmarine@centurytel.net]  
**Sent:** Wednesday, January 09, 2008 9:39 AM  
**To:** Water.Sewer  
**Subject:** Rates

How do you expect people that are on a fixed income to have to pay for such a high price for water. I can see a little bit of an increase because of the work that has been done, but that is way to much to pay. I wish my wages would go up that much, then I could afford to pay a high water bill every month, and I don't use that much water.

1/9/2008

**Russo, Jim**

---

**From:** Don & Annie Townsend [tub4two@asde.net]  
**Sent:** Wednesday, January 16, 2008 6:52 PM  
**To:** Water.Sewer  
**Subject:** Ozark Mountain Water Rate Increase

REFERENCE NO: QW-2008-0007

ATTN: Water/Sewer Dept.

We own a house in Turkey Mountain Estates I in Shell Knob, Missouri, served by Ozark Mountain aka Aqua Missouri, Inc. We do not feel a rate increase is appropriate at this time. The rates were just recently increased. We understand there have been a few improvements made which had been needed for a long time. When Ozark Mountain acquired this facility, they knew these improvements were needed. Capital improvements such as these should be spread over a longer period of time. They are trying to collect all of it in one huge increase which will double our current rate. We would not object to a small increase such as 10-20%. That would be more fair to everyone involved. Another alternative would be to lower the minimum usage to 2000 gallons & keep the rates as they are currently.

The area where we live is mostly inhabited by vacationers or part-time residents, which is the case in many southern Missouri areas. To double the water rates in this situation would be detrimental to most.

In addition, we hope you would seriously consider the effect this rate increase would have on senior citizens & residents on fixed incomes.

Thank you for your time & consideration of this matter.

Sincerely,

Don & Annie Townsend  
26895 Isadore Ave.  
Maryville, MO 64468  
&  
23717 Edgewater Ln.  
Shell Knob, MO 65747

tub4two@asde.net

1/17/2008

**Russo, Jim**

---

**From:** don-jeri wagner [dwjw@centurytel.net]  
**Sent:** Tuesday, January 15, 2008 3:30 PM  
**To:** Water.Sewer  
**Subject:** Attn: Water/Sewer Dept. Aqua Rate Increase -QW-2008-0007

Aqua's rate increase of **100.01%** requested December 7, 2007 is less than one year and a half after the last enormous rate increase given by the Public Service Commission.

It appears from the customer notice that Aqua is using the same capital improvements done since 2005 argument as it used for the 2006 huge rate increase.

One and one half years later, the request for any amount of rate increase should be denied.

To my knowledge, since August 2006 there have been no substantial renovations, repairs or modifications to our water system to constitute a rate increase.

If a rate increase is considered, there should be a second customer notice and a local public hearing.

Donald Wagner

1/16/2008

**Russo, Jim**

---

**From:** CEWebb [cwebb@centurytel.net]  
**Sent:** Thursday, January 10, 2008 10:02 AM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** Increase Request by Ozark Mountain

I am in receipt of your December 20 correspondence notifying me that Ozark Mountain (Aqua Missouri) has requested to double my water bill. The rationale behind the request is to recoup capital improvement expenditures of \$300,000.

The request states that is \$775 per customer; the number of customers is listed as 327 which would result in \$917 per customer. If a simple division example ( $300,000 / 327$ ) results in that large of a variance, it makes me question other numbers provided in this request.

I assume that capital expenditures will be written off over a number of years and for purposes of my rationale, let's assume that write-off period will be five years. Let's further assume that 20% of the customers will exceed the minimum number of gallons by 1,000 gallons a month (I believe this would be a conservative estimate). Let's calculate how much money would be collected over the five year period.

100% of the customers will pay the minimum increase of \$20.48 per month:

$327 * \$20.48 = \$ 6,697$  per month  
 $\$6,697 * 12 = \$ 80,364$  per year  
 $\$80,364 * 5 = \$ 401,817$  over five year period

20% of the customers will pay for 1,000 gallons per month over the minimum:

$327 * 20\% = 65.4$  customers would exceed the minimum of 3,000 gallons  
 $65.4 * \$4.24 = \$ 277$  per month  
 $\$277 * 12 = \$ 3,324$  per year  
 $\$3,324 * 5 = \$ 16,620$  over five year period

Total collected over the 5 year period: \$418,437

Per the request Ozark Mountain is trying to recoup only \$300,000 expended. Customers would pay \$118,437 more than needed in the first five years and then \$418,437 more than needed every year past five years.

I would like to see a list of improvements that were made for the \$300,000 noted in the request. I would also like to see a P&L and balance sheet over the past two years when these improvements were made. The water service received has certainly been acceptable, however that future requested rate hikes and the supporting this rate increase request. This open-ended 100% increase in rates is not acceptable based on the information provided in the request. Once the requested information has been received and reviewed, I will provide further input.

Please feel free to contact me via return email or by phone at the number listed below.

Regards,

Carol E. Webb  
 999 County Line Road  
 Shell Knob, MO 65747  
 417-858-6389  
[cwebb@centurytel.net](mailto:cwebb@centurytel.net)

1/10/2008

**Russo, Jim**

---

**From:** The Wegeners [ewegener62@suddenlink.net]

**Sent:** Tuesday, January 01, 2008 1:08 PM

**To:** Water.Sewer

**Subject:** water rate increase by AQUA

I recently received a notice stating that Aqua Missouri is seeking a huge rate increase. While I am not opposed to paying for what is provided, in truth, the only thing this company has changed since they took over supplying our water is the rate they charge. It has increased! Now they want another increase. I say no to this increase as it is proposed. Unless the company can demonstrate some increased benefit from the increase I feel they should be denied.

Sincerely,  
Edward Wegener  
388 Macbeth Ave.  
Branson MO 65616

1/2/2008

**Russo, Jim**

---

**From:** Lisa Westfall [lwest146@centurytel.net]  
**Sent:** Tuesday, January 01, 2008 12:04 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** QW-2008-0007

Dear Sirs:

This is in response to the notice that we received concerning the water rate increase proposed for Riverside Estates (reference QW-2008-0007). We have a concern that the request is unreasonable at nearly a 75% increase. We view this as an exuberant increase and would request a review to determine that this amount would exceed a reasonable increase.

We have not seen any addition in services; in fact, there's very little service in our area. There has not been an increase in services offered to justify a 75% increase.

Please consider denying the request of Aqua for this water rate increase.

Sincerely,

Rick & Lisa Westfall  
146 Eagle Valley Court  
Hollister, Mo 65672  
417-334-7610

1/2/2008



**Russo, Jim**

---

**From:** Becky White [BeckWhite@jackhenry.com]  
**Sent:** Friday, January 18, 2008 4:15 PM  
**To:** Water.Sewer  
**Subject:** FW: Aqua Missouri, Inc Rate Increase Request #QW-2008-0007

I would like to express my objection to the proposed 89.9% increase in water rates for Rankin Acres Water as outlined in the Aqua Missouri, Inc. letter sent to residents in my housing development, dated 12/20/07. I realize the cost of everything is increasing very rapidly at this time, but I think anyone would agree that an increase of this magnitude is ludicrous.

I have contact with friends who live in surrounding areas of Republic and I have asked them about their water rates. A friend in Monett pays \$13.75 for the first 3000 gallons of water and \$1.75 per gallon after that. For 6000 gallons, they would pay \$19.00. Another friend in Mt Vernon did not know the rate schedule but she recently paid \$9.01 to use 1600 gallons. That city, no doubt, also has reduced rates over a certain quantity. However, even if they did not, at that rate, 6000 gallons would be \$34.20 which is still below the \$46.96 proposed by Aqua Missouri, Inc.

I currently pay \$24.73 per month for water services to Aqua Missouri, Inc. As compared to the above cities, that is even a high rate. I would estimate there are 40-50 homes in our development, which would result in a monthly income of approximately \$1,000 to Aqua Missouri. This would be an annual income of \$12,000. Their letter states that the increase was necessary due to increases in operating expenses and \$15,000 invested in capital improvements since 2005. I am sure these capital improvement will be depreciated over a number of years, yet they are attempting to recoup nearly all of this improvement amount in a little over a year from their customers in Rankin Acres.

Again, I understand that a rate increase may be necessary, but I believe their proposal is way out of line. Would you personally want your water bill or any other utility bill to increase almost 90%? I thank you and appreciate your consideration of this information as you make a decision regarding their request to increase our water rates.

Sincerely,

Becky White  
4972 South Westfield Ave.  
Republic, MO 65738  
417-732-7144

NOTICE: This electronic mail message and any files transmitted with it are intended exclusively for the individual or entity to which it is addressed. The message, together with any attachment, may contain confidential and/or privileged information. Any unauthorized review, use, printing, saving, copying, disclosure or distribution is strictly prohibited. If you have received this message in error, please immediately advise the sender by reply email and delete all copies.

1/22/2008

**Russo, Jim**

---

**From:** Dave & Annabelle Wilhelm [davidpw@centurytel.net]  
**Sent:** Thursday, January 17, 2008 9:20 AM  
**To:** Water.Sewer  
**Subject:** Aqua Missouri rate hike

David P Wilhelm  
324 Lake Rd  
Shell Knob MO 65747

Sir: I live in Tomahawk Heights Subdivision. I am writing this to protest the proposed rate hike by Aqua for my water service. Prior to November 2006 I was paying monthly a minimum of \$14.11 and \$2.92 for each additional 1000 gals used over the first 3000 gals. The company had installed a new tank and they protested that the rates were not high enough to cover their investment in the new equipment (pumps storage tanks etc). They were granted a 45% raise in rates to a minimum of \$20.48 and \$4.24 for each additional 1000 gals over the first 3000 gals. This was a substantial raise considering during that time 3% was the norm for increases in expenses and this was the annual increase most of us received in our pay and retirement.

Now just 2 years later AQUA is seeking a 100.1% raise to a minimum of \$57.92 and \$8.48 for each additional 1000 gals. This raise is to cover the equipment they installed prior to Nov 2006 and have already received a raise for. What kind of financial planning is this for a company who can't seem to maintain their equipment within their operating budget. They are just providing water they aren't providing expensive sewer equipment and the price of water is not like oil. They aren't buying the water they are just pumping and distributing it. This raise is exorbitant and arrogant. The public depends on your Agency to protect them and if you give any credence to this request and I hope you don't, I think you should at least require that local hearings be held.

---

**FREE Animations for your email - by IncrediMail!**

[Click Here!](#)



**Russo, Jim**

---

**From:** Wendell and Lynda [wwilkinson1@cox.net]  
**Sent:** Monday, January 14, 2008 8:21 PM  
**To:** Water.Sewer  
**Subject:** aqua missouri rate increase protest letter is attached  
**Attachments:** lakewood manor water rate protest.doc

Lynda Wilkinson

[wwilkinson1@cox.net](mailto:wwilkinson1@cox.net)

620-231-0978

---

1/16/2008

*Wendell and Lynda Wilkinson  
1002 South College  
Pittsburg, Kansas 66762-5606  
Phone 620-231-0978  
Fax 620-232-1147*

January 15, 2008

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

Re: Request #QW-2008-0007

To whom it may concern:

We are writing in response to the request by Aqua/RU (Aqua Missouri) to increase our water rates by 207.89%. This is in addition to the 154% rate increase approximately two years ago in May, 2005. The company states that this rate increase is due to capital improvements and operating expenses. However, we have not seen any changes or improvements other than the cost of water increasing. They have only discussed the study for a new storage tank. In our opinion it does not require a lot of effort or incurred expense to conduct a study to build a storage tank.

Aqua/RU has not provided us with any documentation of operating expenses that would support such a dramatic rate increase. We have been involved with another housing development in Shell Knob and pay a fraction for water compared to Aqua/RU.

It appears that Aqua/RU acquired the water utilities in Lakewood Manor subdivision without proper due diligence and with the hopes of raising rates to offset their investment losses at the expense of the homeowners. Just a few years ago our minimum water bill was \$9.02 per month and with the proposed increase it will multiply to \$53.63 per month. There are no other public or private businesses that have the ability to increase prices at this rate.

We strongly oppose the request of this ludicrous rate increase on the homeowners. We hope that the Public Service Commission will not improve this increase and agree that this request is absurd.

Sincerely,

Wendell L. Wilkinson  
Windsor Drive  
Lakewood Manor  
Shell Knob, Mo.

QW-20008-0007

Letters Received

By The

Water & Sewer Department

December 26, 2007

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

Re: Rankin Acres-Water

To Whom it may concern:

Upon receiving the water increase notice, I was pretty overwhelmed by the amount requested. I find it hard to realize that there should be such a large increase, and need more explanation and justification for the request.

I realize all costs for everything have gone up and can agree that a possible increase may be necessary, however, what is being ask is almost double the amount I am paying now, which is another problem for me, as I live alone and probably do not use nearly the amount of water as some families do.

I have lived in Rankin Acres just over one and one half years. There was an increase shortly after I moved here.

I am hoping that this will be looked into and an explanation given to qualify such an increase.

Thank you,  
A Rankin Acres resident  
Marlene Adams  
7512 West Wade  
Republic, MO 65738



RECEIVED

DEC 28 2007

UTILITY OPERATIONS  
DIVISION

December 26, 2007

*A note from*

Warren Camp  
Warren Camp  
179 Fairlawn Dr.  
Hollister, MO 65672-5281

GENTLEMEN,

IT IS BEYOND MY  
COMPREHENSION THAT  
A MISSOURI CO. WOULD  
PRESENT A PROPOSED  
74% INCREASE IN WATER  
RATES!

I AM A RETIRED 53  
YEAR OLD VETERAN OF  
THE ARMY AIR CORP.  
AND A USER OF THEIR  
WATER! FOR 16 YEARS  
I HAVE BEEN USING THEIR  
WATER!

PLEASE, PLEASE  
GIVE US SOME  
CONSIDERATION!!

RESPECTFULLY,  
Warren Camp

nt

test the proposed unbelievable increase in our water  
ly 100 % increase just over a year ago! A \$40.96  
for this small system! I see that they made some  
l pressure tank system, but those can surely be  
rease they received recently. All of this small pipe  
ll long ago and new houses can connect without any  
y. This is not a booming subdivision but a few  
1 year. I also believe that setting the monthly  
ons is a mistake since this encourages watering of

extending the system to some other subdivision,  
ue bonds for that addition and let them pay for the  
s. This is how a rural water company that I have  
stem.

: the owners of a house on Lot 55, Turkey Mountain  
issouri. Please deny this request for a water rate

Sincerely,



Arnold O. Chantland  
407 East Marshall Street  
Toledo, Iowa 52332  
Ph. 641-484-5126

RECEIVED

DEC 31 2007

UTILITY OPERATIONS  
DIVISION

Agua/RU Inc. rate increase request 1-14-2008  
TO: FAX # 573-751-1847 & 573-751-5562 # QW-2008-0007

Again, as I did for request # QW-2005-000 and  
commission case # WR 2007-0021 I strongly  
object to this outrageous request. Water  
quality has not improved - still over 250 PPM  
water hardness, 296 PPM total dissolved  
solids. I live in the Zomahawk Heights  
area that is serviced by Oryad Mountain # III  
well. After the water tower was installed  
I thought I would have adequate pressure,  
but, didn't happen. I live at the highest point  
from the well and still have to utilize a  
booster pump which by the way burned out  
when the water was shut off for repairs  
recently. I would think Rich Berleve or  
someone could notify me when the water has to  
be shut off. I think Agua/RU should be  
~~the~~ responsible for replacing it. Fat Chance!  
Furthermore, if another increase goes into  
effect we can forget a garden, flowers, or  
grass as it would be cost prohibitive to  
water them. There is absolutely no improvement  
in service, water quality, pressure, anything else  
for the supposed \$775.00 they spent for me. ##

Wayne Crawford Zomahawk H. Lot # 361  
43 Bluebird Lane  
Shell Knob, MO 65747  
Fax and Phone # 417-858-9435



January 4, 2008

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

Dear P.S. Commission,

I would like to protest another rise in water rates in less than two years. I also wish to protest the fact that the minimum amount is set at 3000 gallons. Our Water District in Kearney has a minimum of 1000 gallons, and we seldom exceed this amount. We are a two-person household, as are many other Ozark Mountain Customers. Additionally, a large portion of us uses our homes there solely as vacation homes, making a 3000-gallon minimum quite excessive. Are we being forced to pay a lot of the cost of new customers coming on line?

Thank you very much for considering my complaints.

Sincerely,



Betty Hartel

Ozark Mountain Customer

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

**JAN 11 2008**

**UTILITY OPERATIONS  
DIVISION**

Public Service Commission  
ATTN: WATER/Sewer Dept.

QW-2008-0007  
010908

FAX 14178586426

Sir:

Enough is Enough!!!

Aqua MO. is getting too greedy!

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

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

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

100.1 % increase is "NOT SATISFACTORY"!!!

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

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

Nelson Hipkins

Office of the Public Counsel  
Attn: Lewis Mills

- AND -

Public Service Commission  
Attn: Water/Sewer Dept.

(P1)

P.O. Box 2230  
Jefferson City, Mo. 65102  
Phone: 866-922-2959  
Fax: 573-751-5562

P.O. Box 360  
Jefferson City, Mo. 65102  
Phone: 800-392-4211  
Fax: 573-751-1847

and - E-Mail: [MOPECO@ded.mo.gov](mailto:MOPECO@ded.mo.gov)

E-Mail: [WATER.SEWER@psc.mo.gov](mailto:WATER.SEWER@psc.mo.gov)

To: Christina RE: Request number QW-2008-0007

RE: Aqua Mo. Inc. — Lakewood Manor Customer Notice:

- 1) Aqua bought this small water service Co. approx. four years ago.
- 2) Within approx. two years Aqua requested, and got, a minimum monthly rate change from \$9.00 per. to \$17.42 per., an almost 100% increase.
- 3) Now they're back again wanting a 207.87% increase from \$17.42 to \$53.63 per.
- 4) Aqua, in this notice talks about what they have spent per customer in the last two yrs.
- 5) What was the 1st raise they got from the Commission, actually for.
- 6) I was in the construction business for fifty years.
- 7) My cost of doing business was equipment and material so that the job could be done.
- 8) Every time a new piece of equip, tools, ect, was purchased, I could not pass the cost on to my customers.
- 9) The material that created the finished product affected the customer cost even more than labor.
- 10) Supplying water is the only product Aqua is involved in.
- 11) Why change out water meters, we're the old ones worn out, or does new make more money for Aqua?
- 12) I'm sure Aqua knew what they were buying when they bought this service.
- 13) Now they want to fall back, again, on the state's Commission's provisions for small company rate increase procedures.
- 14) Is this common practice?
- 15) When I bought my Lakewood Manor in '02, I was able to flush the toilet. From the faucet, get a glass of water, Water the lawn and flowers, ect, ect, All the same water.

- P) All the money Aqua claims to have spent certainly hasn't changed the taste, or smell of my water.
- Q) When the end product stays the same, how can a customer cost increase be warranted?
- R) The Aqua request just does not make any sense.
- S) Aprox two years ago my ~~small~~ rural water Co. where our farm is, bought new trucks, ect, ect, and yet my bill stays the same. \$12.53 per mo, plus a huge new storage tank 3 mi away has been installed. It's amazing how some companies can manage so much better than others. In fact, we've had only one small rate increase in the past 30 years.
- T) Aqua has Aqua Mo, Aqua Ill, and God knows where else.
- U) I am 100% against another increase in water cost, and I feel that the Missouri Public Service Commission would be doing a great disservice to the property owners in Lakewood Manor, if they allow any water cost increase, period.

Respectfully submitted,

George Jackson.

c/c Office of the Public Counsel  
c/c Public Service Commission

RECEIVED

DEC 31 2007

UTILITY OPERATIONS  
DIVISION

12-26-07 <sup>copy</sup>

1. I Sure do have a  
comment I have had  
this complaint before & you  
corrected it. I have not had  
my meter read in I don't know  
when I see the leaves piled on  
top & dirt on top of meter  
~~can~~ could not be read.

2. I am a single lady on S.S.  
I wash every 2 weeks - I buy  
all of my water, when I was  
with L.T.A Water I never got  
bills like this nothing has  
changed. My bill was ~~older~~ \$8.10  
3. I'm going to call on all of  
the neighbors this week about  
these prices.

I will also  
call

Ms. Norma Jones  
348 Macbeth Ave  
Branson, MO 65616

717 334-4850

kim tate

From: <jntone@mindspring.com>  
 To: <imatater@centurytel.net>  
 Sent: Sunday, December 30, 2007 10:47 PM  
 Subject: Thanks again.

Hi Taters,

We want to thank you again for charging batteries and checking the Dome. To hear you say the Dome is okay, is very comforting. We thank you. Jim has had me busy typing the past few days. We have sent a 10 page letter to Public Service Commission and also to the Office of the Public Counsel. The Office of the Public Counsel is a state agency responsible for representing the interest of utility consumers before the Public Service Commission. Maybe you could acquire the signatures of some of the residents at Lakewood on two separate statements to PSC and OPC. This is a suggestion:

Jim & Arlene

Date JANUARY 11, 2008

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

I am a resident of Lakewood Manor and I'm strongly opposed to the 207.89% water rate increases requested (QW-2008-0007) by Aqua MO.

1. Dave & Kim Tate
2. Dick & Janet Kie
3. Ila Heob
4. Marie Merz
5. Karen Stine
6. Paul Stine
7. Bonnie B. Huse
8. Billie Jean Kistler
9. Hamm Kistler
10. Callen Maen
11. Mrs. Orpha Parker
12. Gene & Sharon Carper
13. Beverly & Peter Henderson
14. W. E. Barrett Jr. & Melva
15. Anne & John E. Pyle
16. Jim & Mary Hammet
17. Forest Gulke
18. Bert Gulke
19. George and Shirley D. Jackson
- 20.
- 30.
- 31.
- 32.
- 33.
- 34.

RECEIVED

JAN 14 2008

UTILITY OPERATIONS  
 DIVISION

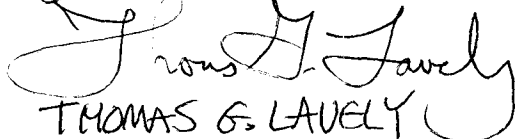
12/31/2007

PUBLIC SERVICE COMMISSION  
ATTN: WATER/SEWER DEPT.  
PO BOX 360  
JEFFERSON CITY, MO 65102

DEAR WATER:

THESE ARE COMMENTS WITH REGARD TO QW-2008-0007.  
MY WIFE AND I ARE RETIRED AND LIVING ON A VERY FIXED INCOME  
FROM SOCIAL SECURITY AND SOME INVESTMENTS/SAVINGS (NO PENSIONS).  
WE HAVE NO COMPLAINTS ABOUT OUR WATER SERVICE AND HAVE  
NEVER ASKED FOR SERVICE OF ANY KIND. IT WAS THE COMPANY'S  
CHOICE TO DRILL A NEW WELL AND BUILD A LARGER STORAGE  
TANK. I WOULD THINK THESE CAPITAL IMPROVEMENTS ARE  
PART OF THE COST OF DOING THEIR BUSINESS, BUT IF THEY ARE  
DONE PURELY TO INCREASE THE COSTS TO INDIVIDUALS THEN  
THEY ARE WRONG. NO DISCUSSION WAS EVER MADE WITH  
THE OWNERS IN THE SUBDIVISION ABOUT WHAT WAS TO  
BE CONSTRUCTED. PLEASE DON'T LET THIS INCREASE BE  
APPROVED THIS YEAR.

SINCERELY

  
THOMAS G. LAVELLY  
JANUARY 16, 2008

RECEIVED

JAN 22 2008

UTILITY OPERATIONS  
DIVISION

RECEIVED

JAN 22 2008

UTILITY OPERATIONS  
DIVISION

672 Foggy River Rd.  
Hollister, Mo. 65672

January 16, 2008

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

Re: QW-2008-007

To Whom It May Concern:

We are writing this letter in response to the requested proposed rate increase requested by Aqua/RU, a/k/a Aqua Missouri, Inc. This is the second time in two years that this company has requested a rate increase. The last time, we attended the public meeting at Point Lookout, MO. At that meeting, most of the people who spoke talked of the very poor service that Aqua Missouri was giving them. Since we are relatively new to the area, and it was the first time that we had attended a meeting of this type, neither my husband nor I spoke as we felt that we were not well prepared. However, our concern at that time was and still is the proposed rate increase.

We can understand that a company will incur expenditures above what is anticipated but what we fail to understand is why the company, in this case Aqua Missouri, should expect to recoup all of its expenditures in one year as stated in the letter. The rates that those of us pay to Aqua Missouri are already at least double for five thousand gallons of water used when compared to the cities of Branson, Hollister, or Forsythe. In an article printed in USA Today on Dec. 28, 2007, Mr. Nick DeBenedictis, CEO of Aqua America, the parent company, is quoted as saying "you can get all the water you need for a buck a day". We can see two problems with that statement: 1. In their proposed rate hike, the company wants \$46.14 for five thousand gallons, which is a bit more than a "buck a day", and 2. If there are four persons in a household, based on 'a buck a day' that too adds up to a lot more money.

We find it unconscionable that a company that engages in providing one of the necessities of life thinks that it can begin to price water in such a way that may force people into making a choice as to how much to use. Short of digging one's own well

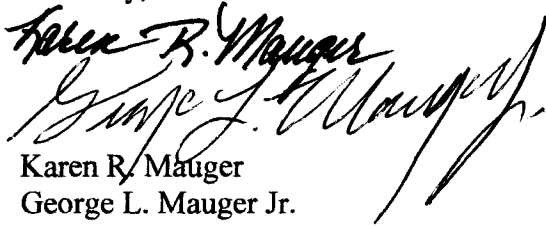


there are no other alternatives because in the case of residents of Riverside Estates, or any other area that Aqua Missouri serves, there are no other choices available.

It is also interesting to note in the letter that was sent to us that it states that the company, meaning Aqua Missouri may have to send out a second notice regarding the results of the investigation. It should be mandatory that they do so as the people affected would appreciate knowing the results and whether or not their water rates will be increased.

Thank you for your attention to this matter.

Sincerely,

Handwritten signatures of Karen R. Mauger and George L. Mauger Jr. in black ink. The signature of Karen R. Mauger is on top, and the signature of George L. Mauger Jr. is below it, overlapping the first signature.

Karen R. Mauger  
George L. Mauger Jr.

Cc: Office of the Public Council,  
Attn: Jay Lewis

=== COVER PAGE ===

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

FAX: 15737511847

FROM: MILES CONSTRUCTION S

FAX: 417-339-7379

TEL: 417-332-0186

COMMENT: CONFIDENTIAL

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

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

292 River Drive Branson, Missouri 65616

24 hr. Availability

Fax: (417) 339-7379

1/19/08

To Whom it Concerns,

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

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

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

We own against any rate increase

Antonia & Sandra Miles

292 River Drive

Branson, MO. 65616

417-527-0301

1-18-08

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

Dear Sirs:

This letter is in reference to request number: QW-2008-0007, pertaining to the request from Aqua Water Co. (Aqua Missouri) for the substantial water rate increase for 'Ozark Mountain Customers'. We feel this rate hike is totally out of line \*\* 100.01% \*\* rate increase!!!! This makes it exceptionally hard for people like myself who only use the water during the summer months but pay for it each month all year long. With the rate increase, we would be paying approx. \$600.00 - \$700.00 for water for less than half a years actual usage! Please consider this when deciding on the rate increase.

Thanking you for your time.

Sincerely,

A handwritten signature in black ink that reads "Jim Moon". The signature is written in a cursive, flowing style.

Jim & Peggy Moon  
2604 W. Swan  
Springfield, Mo. 65807

Aqua Service @ Turkey Myn. East. Lot 208, Shell Knob, Mo. 65737

Wally & Jody Phillips  
4509 W. 140<sup>th</sup> St.  
Leawood, KS 66224

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

RECEIVED

JAN 22 2008

UTILITY OPERATIONS  
DIVISION

12 January 2008

RE: request #QW-2008-0007

Dear Sir/Madam,

I'm writing in response to the request by Aqua/RU (Aqua Missouri), to raise our water rates 207.89%. The rate increase request is in addition to a 154% rate increase approximately two years ago (15 May 2005). Aqua/RU is requesting this rate increase due to increases in operating expenses and capital improvements. We have experienced no evidence of these improvements. In fact, water pressure was better prior to Aqua Missouri acquiring the water system. They also reference expenses related to an engineering study for a new storage tank and a "potential" for future changes by the commission which would increase operating expenses.

I strongly oppose another **rate increase of 207.89%** or further rate increases until Aqua Missouri provides documentation of operating expenses increasing at a rate that supports these extra-ordinary price increases. Since Aqua Missouri has purchased the water system in Lakewood Manor in 2004, the monthly minimum water bill ~~will~~ has increased nearly **600%**. Under the current proposal we will receive no value for the monthly charge of \$53.63. Several residents in the Lakewood Manor subdivision are part-time residents and require little or no water during several months of the year. This also limits the usage and requirements of the water system.

There are no other public or private businesses that have the ability to increase prices at a rate of 100% per year. If a new storage tank is required in the future, then an assessment and water hook-up charges for new homes can be the method for future capital improvements.

The time is now to hold Aqua Missouri accountable for their business decisions and to maintain reasonable rate increases as deemed necessary by the Public Service Commission.

Sincerely,



Wally Phillips  
Lakewood Manor HCR 4024-30  
Shell Knob, MO 65747

273 Jupiter Way  
Branson MO 65616

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

Since the Agua people have taken over the Taney Como Acre water service, the price for water has recurringly escalated. When the water price goes up, our sewer cost is raised as well. And we certainly can't expect any help or sympathy from the city officials because of this.

It has reached the point that more and more people are discussing not only moving out of the Taney Como Acre area but from the Branson area period.

I see the U-Hauls come thru the area and several months later I see the U-Hauls departing and hear "someone is moving." I always wonder if some young couple moved here months earlier with their family only to realize the expense is greater than they can afford. This has happened to more than one young family and it's extremely sad.

When is it going to stop ??? It appears greed runs rampant here.

Very sincerely,

Helen Biddle

RECEIVED

JAN 17 2008

UTILITY OPERATIONS  
DIVISION

RECEIVED

JAN 22 2008

January 18, 2008

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

UTILITY OPERATIONS  
DIVISION

Dear Sir or Madam:

This letter is in response to the LTA Customer notice of 20 Dec 2007. Once again Aqua is trying to get more than a 100% increase in their water rates. We just went through this in 2007. Aqua didn't answer all of our questions then, and they are doing the same thing this time. On 18 Jan 2008 I called the number on the LTA notice (877-987-2782). The gentleman that answered the phone could not answer any questions about the rate increase and forwarded me to the Aqua Illinois call center. A lady by the name of Kathrine took the call and said than she could not answer any questions either as the rate increase was still only a proposal. She said there was no one she could forward me to, but would have her supervisor call me. This is what happened last time as well. Aqua provides a contact phone number, but there is no one that you can contact that has any information. It is very obvious that Aqua has no desire to provide any information that would help us understand what is going on.

I would appreciate your help in resolving the following questions and concerns:

1. The notice says that the rate increases are to cover operating expenses and capital improvements incurred since 2005. This sounds bogus, as the rate increase they received last year should have already taken their 2005-6 expenses into account. Why are they bringing up 2005-6 again?
2. The operating expenses need to be broken out from the capital improvements so that it is possible to understand what Aqua has actually spent on what (and when).
3. It appears that they are trying to recover their capital expenditures in about 3-years with 98 customers. These expenses should be recovered in no less than 5-10 years. What are they doing and why?
4. When and where were these capital improvements actually made? I know of none of the improvements they said they made, and was not notified of any of these improvements to the water system that I am on. If these improvements were made to a system that I am not on, I should not have to pay for them.
5. When the old equipment was removed, how much money was made on the salvage/disposal of the old equipment? Was it applied against the new equipments purchase?
6. What is the basis of the requested increase to their operating expenses? What is the actual % increase they are asking for, and what does it cover? My retirement was increased by about 2.5% (based on the Cost-of-Living (COL) index). Their increase should not be more than about 2.5-3%. If part of the increase is due to pay raises, remember that the employees that service my water system also service other water systems. A pay increase for this area should not have exceeded a 3% COL increase.

January 18, 2008

We are at the mercy of the Aqua Company and they know it. I cut back my water usage last year because of the cost increases that Aqua was previously granted. I am on a retirement income that was limited to a 2.3% COL increase and cannot afford Aqua's 100 plus % increases every year. In addition, the 2000 gallon base rate is too low. I live in a two-person household and used no outside water in Dec 2007. I still used 3000 gal despite my efforts to keep my water usage down. Not once in the last year have I been able to get under 2000 gal/month. I have to wonder how many others in my area have the same problem.

I appreciate your help with this issue, and look forward to hearing from your office. I can be reached at (417) 527-7585 (cell) or (417) 239-2812 (Home).

Sincerely,

A handwritten signature in black ink, reading "Douglas L. Ritchie". The signature is written in a cursive, flowing style with a large initial 'D'.

Douglas L. Ritchie



MISSOURI PUBLIC SERVICE COMMISSION

---

FACSIMILE TRANSMITTAL SHEET

---

TO:	Riverside Estates & Riverside Acres C/o C&B welding	FROM:	Missouri Public Service Commission James Russo
COMPANY:	Riverside Estates & Riverside Acres	DATE:	1/24/2008
FAX NUMBER:	417-337-8232	TOTAL NO. OF PAGES INCLUDING COVER:	2
PHONE NUMBER:		SENDER'S REFERENCE NUMBER:	QW-2008-0007
RE:	Letter	YOUR REFERENCE NUMBER:	QW-2008-0007

---

☐ URGENT    ☐ FOR REVIEW    ☐ PLEASE COMMENT    ☐ PLEASE REPLY    ☐ PLEASE RECYCLE

---

NOTES/COMMENTS:

---

Faxed 1/24/08-10:31 a.m. LJ

**Russo, Jim**

---

**From:** Poole-King, Contessa  
**Sent:** Tuesday, January 22, 2008 4:10 PM  
**To:** 'Littlefield, Amanda'  
**Cc:** Boone, Robert; Fred, Gay; Russo, Jim; Rhodes, Stephanie  
**Subject:** FW: Aqua Missouri Customers  
**Attachments:** Aqua Missouri, Inc. Customers 1-22-08.pdf

Amanda:

Our Water and Sewer Department received the petition from the community of Hollister, MO on January 18, 2008. The petition will become a part of the official case file.

Let me know if you have any questions or concerns.

Thanks.

Contessa

***Contessa J. Poole-King***

Consumer Services Coordinator-Intake  
Missouri Public Service Commission  
PO Box 360 / 200 Madison Street, Suite 800  
Jefferson City, MO 65102  
E-Mail: [contessa.king@psc.mo.gov](mailto:contessa.king@psc.mo.gov)  
Web Address: [www.psc.gov](http://www.psc.gov)  
Consumer Hotline: 1-800-392-4211  
Fax: 509-356-8134

---

**From:** Littlefield, Amanda [<mailto:Amanda.Littlefield@mo.gov>]  
**Sent:** Tuesday, January 22, 2008 12:31 PM  
**To:** Consumer Services  
**Subject:** Aqua Missouri Customers

Our office was copied on the attached fax from a group of Hollister Aqua customers. Please ask that a copy of your response to this group be sent to our office as well. I have attached the fax for reference. Please let me know if you need anything else.

Thank you,

Amanda Littlefield

1/23/2008

Public Service Commission  
Attn: Water/SewerDept  
PO Box 360  
Jefferson City, Mo 65102

Office of the Public Counsel  
Attn: Lewis Mills  
PO Box 2230  
Jefferson City, MO 65102

Re: QW-2008-0007

To Whom it May Concern:

I am writing this letter in reference to the information that my father received in the mail regarding the rate increase in his water bill. My father in on a private well in his subdivision at Rankin Acres in Republic, MO. Currently he is paying \$24.73 per month and now they are wanting to increase his bill to \$46.96, almost double. He lives alone and is on a fixed income and barely makes it as it is. This rate is not consistent with the usage in this subdivision. Some of the families that live here have several children, swimming pools, gardens, etc and will not have to pay any more than my father who doesn't have anything like this. If they feel it is necessary to increase the rates, they need to pay for the individual family usage, not just a flat rate for everyone.

I live in Springfield and my son lives with me and my rate for both of us is only around \$15 a month. This proposed rate increase in not in alignment with anyone around Republic, why should it be three times as much? My dad's twin brother lives in Ozark and he and his wife only pay \$13 a month.

Someone needs to put a stop to this price increase. Enough is enough. Please make this a fair system for everyone.

RECEIVED

JAN 28 2008

UTILITY OPERATIONS  
DIVISION

Constituent Services  
Office of the Governor  
573-751-3222

1/23/2008

**FAX COVER SHEET - FROM RIVERSIDE ESTATES, RIVERSIDE ACRES &  
SURROUNDING AREA AFFECTED BY AQUA  
MISSOURI'S RATE INCREASE**

1-18-08

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

and

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

RE: QW-2008-0007

Attached letter with signed petitions to oppose Aqua Missouri's rate increase  
ref.: QW-2008-0007.

We would also like to request that all the residents affected by this rate increase  
be notified by mail of any public hearings.

Thank you

Contact person: Charla Whynaucht 417.336-4067

9 pgs including cover

January 14, 2008

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

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

Reference: QW-2008-0007

Dear Office of Public Counsel and the Public Service Commission:

We are responding to your recent notification of a request by Aqua Missouri, Inc. to raise water rates in Riverside Estates by 74.02%. We have a hard time understanding why Aqua Missouri, Inc. needs this rate increase!! Aqua Missouri, Inc. water rates FAR EXCEEDS anyone's rates in this area!!! Their rates have been raised since the last time we received this same kind of letter in August 2006.

Aqua Missouri, Inc.

#### PROPOSED

August 2006

Was \$15.03 first 3000 gal	NOW \$17.88 first 3000 gal	\$31.11 first 3000
+\$3.63/1000 gal thereafter	+\$4.319/1000 gal thereafter	+\$7.516/1000

5000 gallons = \$22.29

5000 gallons = \$26.51

5000 = \$46.14

City of Hollister  
Current rates

\$5.76 first 1000 gal  
\$1.78/1000 gal thereafter      5000 gal = \$12.88

City of Branson  
Current Rates

\$4.89 first 2000 gal  
+\$1.80/1000 gal thereafter      5000 gal = \$10.29

Taney County  
Water Dist #2

\$8.00 first 1000  
\$4.00/1000 for up to 10,000 gal  
\$5.00/1000 gal thereafter      5000 gal = \$24.00

We would like to say these charges are way out of line and getting terribly unaffordable!! This company does not need permission to raise rates, **THEY NEED DEMANDS TO GET THEIR PRICING MORE IN LINE WITH THE AREA THEY SERVE!!!**

We feel we are being gouged!! We feel this company should be forced to lower rates to get their rates to a more usual and customary rate for the area!!

Aqua Missouri, Inc. Customers

See Signature Pages Attached

Cc: Jay Nixon, Attorney General, Missouri

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:

Ref: QW-2008-0007

Gary Goff, 129 STERLING WAY HOLLISTER  
 Rutha Ruth Patterson 131 Sterling Way Hollister  
 Keshia Gether 390 Redbud Lane, Hollister  
 Laila R. Jennings 365 Redbud Ln. Hollister, MO 65672  
 Paula Jennings " "  
 Robert Vogt 420 Red Bud Ln. Hollister, MO  
 Chantal Whymant 476 Foggy River Rd Hollister  
 Carl Roberts 113 Fairlawn Dr. Hollister, MO  
 Kent Roberts 113 Fairlawn Dr. Hollister MO  
 Robert K 159 Fairlawn Dr. Hollister MO  
 Warren K Camp 149 " "  
 Ed Bras 711 Fairlawn Dr. Hollister MO  
 Brenna Olson 701 Fairlawn Dr Hollister MO 65672  
 Andrew 575 Fairlawn Dr. Hollister MO 65672  
 Mary Taylor 578 Fairlawn Dr. Hollister MO 65672  
 Robert Tompkins 578 Fairlawn Dr. Hollister MO 65672  
 Ed Taylor 552 FAIRLAWN HOLLISTER  
 Robert Blum 504 FAIRLAWN DR - Hollister  
 Ed Taylor 504 FAIRLAWN DR. - HOLLISTER, MO 65672  
 Laron Matthews 477 Fairlawn Dr Hollister MO 65672  
 David Jones 477 FAIRLAWN DR. HOLLISTER MO 65672  
 Digne Vatt 372 Fairlawn Dr Holl. MO 65672  
 Mike Beaman 358 Fairlawn Dr Hollister MO 65672  
 Shelly Beaman 358 Fairlawn Dr Hollister MO 65672  
 John W Brown 199 Red Bud Hollister MO-6567  
 John Brown 199 Redbud Ln Hollister MO 65672  
 Andy Flynn 177 Redbud Lane Hollister MO 65672



1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:  
 Ref: QW-2008-0007

Wendy [Signature] 177 Redwood Lane Hollister MO 65672  
 Charles Hagan 3031 Poverty Gulch Rd Hollister MO 65672  
 Tracy Hagan 3031 Poverty Gulch Rd Hollister MO 65672  
 Elaine Hagan 3031 Poverty Gulch Rd Hollister MO 65672  
 [Signature] 2997 Poverty Gulch Rd Hollister MO 65672  
 Jean Maffei 2925 Poverty Gulch Rd Hollister MO 65672  
 Jack Maffei 2925 Poverty Gulch Rd Hollister MO 65672  
 Charles Berley 371 Iowa Colony Rd Hollister MO 65672  
 [Signature] 111 Timberidge Cir  
 Valerie Sartain 111 Timberidge Cir Hollister MO 65672  
 [Signature] 131 Timberidge Cir Hollister MO 65672  
 Walter V. Scott 2454 Acacia Club Rd 65672  
 Luis Rhodes 2470 Acacia Club Rd 65672  
 Thomas Rhodes 2470 Acacia Club Rd 65672  
 Peter J Assad 2516 Acacia Club Rd 65672  
 Judy Assad 2516 Acacia Club Rd 65672  
 Stephanie Morris 735 Iowa Colony Rd 65672  
 Crystal Howell 755 Iowa Colony Rd 65672  
 [Signature] 805 Iowa Colony Rd 65672  
 Brian Eddy 606 Wisconsin 65672  
 [Signature] 606 Wisconsin 65672  
 [Signature] 102 Diamond Hill 65672  
 Debbie [Signature] 102 Diamond Hill 65672  
 [Signature] 101 Diamond Hill Ct 65672  
 [Signature] 109 Diamond Hill Ct 65672  
 [Signature] 476 Fogy River Rd 65672  
 [Signature] 476 Fogy River Rd 65672

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:

Ref: QW-2008-0007

Anthony & Dai 801 Wisconsin Rd Hollister, MO 65672  
 Christopher 786 Wisconsin Rd Hollister 65672  
 Cathy Dalton 786 Wisconsin Rd Hollister 65672  
 Samuel & Evonne 764 Wisconsin Rd. Hollister, Mo 65672  
 Mary & Evonne 764 Wisconsin Rd. Hollister, Mo. 65672  
 Larry & Ruth 663 Wisconsin Rd Hollister 65672  
 Cindy Ruth 663 Wisconsin Rd Hollister, 65672  
 Jim Solomon 647 Wisconsin Rd. Hollister, Mo 65672  
 Darryl & Betsy 160 Troy St. Hollister, MO 65672  
 Paul & Betsy 160 Troy St. Hollister, MO 65672  
 Glenn & Mary 261 Groton St. Hollister, Mo 65672  
 Amanda & Emily 239 Groton St Hollister, MO 65672  
 Lay & Al 239 Groton St Hollister, Mo 65672  
 Cecile & Rex 199 Groton St Hollister Mo  
 Jeff & Vicki 199 Groton St Hollister  
 Jean & Betty 180 Groton St. Hollister, Mo 65672  
 John & Mary 171 Groton St. Hollister, Mo. 65672  
 Doug & Mary 171 Groton St. Hollister, Mo. 65672  
 Verdene & Sharon 147 Groton St. Hollister, Mo 65672  
 Grant & Sharon 147 Groton St. Hollister, Mo 65672  
 Dan & Barbara 184 Amherst St. Hollister, Mo 65672  
 Rama & Butler 184 Amherst St " "  
 Paul & Al 168 Amherst  
 Katie & Mohr 168 Amherst  
 Ruth J. Corman 2011 Alacacia Rd  
 Ruth E. Corman 2011 Alacacia Rd.  
 Richard & Lanya Bass 1889 Alacacia Rd.

1-14-08

**Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:**

Ref: OW-2008-0007

Karen R. Murray 672 Foggy River Rd Hollister Mo 65672  
 Joyce W. Wray 672 Foggy River Rd Hollister Mo 65672  
 Gladys L. Bangma 715 Foggy River Rd. Hollister Mo  
 M B O'Connell 715 Foggy River Rd. Hollister, MO 65672  
 Anne Symington 406 Foggy River Rd, Hollister, MO 65672  
 Tom O'Connell 406 Foggy River Rd, Hollister, MO 65672  
 Mark O'Connell 660 Foggy River Rd Hollister Mo 65672  
 Susan O'Connell 730 Foggy River Rd Hollister Mo 65672  
 Paul Kelley 422 Foggy River Rd Hollister Mo 65672  
 Liz Kelley 422 Foggy River Rd Hollister Mo 65672  
 Rena L. Allen 515 Foggy River Rd, Hollister MO. 65672  
 Weller L. Allen 515 Foggy River Rd Hollister Mo 65672  
 C. B. O'Connell 125 Misty Mtn Rd Hollister Mo 65672  
 Janice M. Matthen 130 Misty Mtn Rd Hollister 65672  
 J. Matthen 130 Misty Mtn Rd Hollister, MO 65672  
 Teresa L. Bangma 454 Foggy River Rd Hollister, MO 65672  
 Emmie L. Matthen 334 Foggy River Rd Hollister Mo 65672  
 Lillian S. Matthen 334 Foggy River Rd, Hollister, Mo 65672  
 Rhonda Hooper 302 Foggy River Rd Hollister MO 65672  
 Larry Hooper 302 Foggy River Rd Hollister MO 65672  
 Phil Barth 318 Foggy River Rd Hollister, MO 65672  
 Ray Matthen 275 Foggy River Rd - Hollister, Mo. 65672  
 Michael Matthen 275 Foggy River Rd. Hollister, Mo. 65672  
 Mary Dickerson 166 Foggy River Rd Hollister, MO 65672  
 Stephen Dickerson 166 Foggy River Rd Hollister MO 65672  
 Mark Matthen 175 Foggy River Rd Hollister MO 65672  
 Charles M. Matthen 135 Foggy River Rd. Hollister MO 65672

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:

Ref: QW-2008-0007

336-6440

*Billy Joe Stokely = 440 Fogg River Rd.*  
*Jim & Ruth Pichey - 295 Fogg River Rd 332-042*  
*Nancy L. Anderson 154 Groton St. Holliston MO*

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:  
Ref: QW-2008-0007

Sandy Cooper	Riverpoint Condo's	
Alanna Clutts	"	" Hollister
Lee Spabek	"	"
#6	"	"
Rachelle & John #36	"	"
Mark & Resden #18	"	"
Bob & Howard #8	"	"
George Kurland #12	"	"

1 No

12/27/07

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

RECEIVED

JAN 24 2008

UTILITY OPERATIONS  
DIVISION

To Whom It May Concern:

I would like to address the proposed rate hike by Ozark Mountain Water. We just had a huge (approximately 50%) rate hike a few months ago. We felt it was outrageous, above and beyond reasonable. Our payment went from approximately \$14.00 a month to \$21.00 a month for 3,000 gallons of water. It is almost impossible to stay within 3,000 gallons a month, now you expect people to pay \$41.00 a month for the same amount of water, closer to \$60.00 if they use more water?

We also have had many disruptions in our service and have never been contacted before the water is turned off, or given any idea how long the disruption will last. When it is repaired, we have to flush tons of muddy water from our pipes before we can use it, and I'm sure you charge us for all the wasted water.

My husband is retired and these increases create a hardship for us and other people in our position. Another increase at this time is unreasonable. Increases should be done in small increments that can better be addressed by the customer.

Consumer costs are increasing in all areas, our incomes are not. Many retiree incomes are fixed with no cost of living increases. It is unfair to expect people to pay such outrageous prices for a necessity. You can only squeeze so much money from a set income.

Please consider how this affects your older customers on a fixed income.

Thank you,



Carol Romero  
345 Hummingbird Lane  
Shell Knob, MO 65747

December 27, 2007

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

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

RE: LTA Customer Notice dated December 20, 2007  
Water Service Rate Increase – LTA Water Company

Dear Ladies and Gentlemen:

We are writing in response to your interest in determining what LTA customers think of this new proposed rate increase by **119.47%**. To say that this is an excessive increase is **undeniably understating** the fact and its highway robbery! We cannot imagine that we are the only property owners in Lake Taneycomo Acres who feel this way.

As 15 year customers of LTA Water Company (now Aqua Missouri), we feel that paying even the **minimum** of \$31.91 per month is a disproportionate rate for us because we no longer live at the house where this service is being provided. There is not even included, in this new rate, trash pickup and sewer services usually associated with “water service”, such as in city fees.

In May 2005, we moved from the service address of “**113 Corbin Way, Branson, MO 65616**” to Arkansas and only occasionally return there for a couple of days at a time. Therefore, since 2005, we have in no way used even the minimum gallons we are paying for now, at the rate of \$14.54 per month (since the last increase about a year ago). On the last several bills we have received from Aqua Missouri, our water usage shows “zero” gallons.

Adding to our frustration, we still find that the water we use in Branson presently is of no better quality than it was 3 years ago when we lived there. One can observe this by sitting a glass of tap water on the counter for a day and witnessing all the deposits of “stuff” left at the bottom of the glass! We are wondering about the “capital improvements since early 2005 to improve water quality...” that they speak of in the second paragraph of their Notice.

Additionally, the Notice alludes to possible changes being made to the “general business practices, customer service practices...” These changes would certainly be welcome to customers who find they have to call Aqua Missouri to get a question answered. Several months ago, there was a need to call after we had not received a bill for 3 months. I (Diana) was on hold for more than ½ hour after being subjected to an unbelievably long and foolish recorded message process that did nothing more than make me pretty irritated (I could say more, but I will spare you). By the time I was connected with a representative, before I even spoke, it was obvious that she was annoyed at having to answer the phone and was generally unable to give me a beneficial answer other than they were working on their problems or some such half-baked response!

RECEIVED

JAN 07 2008

UTILITY OPERATIONS  
DIVISION

December 27, 2007

Public Service Commission  
Attn: Water/Sewer Department

Office of Public Counsel  
Attn: Lewis Mills

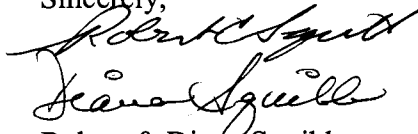
Page Two

Due to all of the above circumstances, we are very displeased about this ridiculously high rate increase ESPECIALLY since we do not even use 2,000 gallons of water a month, let alone 5,000 gallons! We would not even use that amount in a year!

When notified of the last rate increase about a year ago, we wrote a letter to you requesting to stay at our previous rate of around \$11.00 because of the fact that our minimum usage is usually "0" gallons per month. Our request obviously fell on deaf ears and we never even received so much as a short reply of any kind from you or Aqua Missouri. We would really appreciate this letter being read and taken into consideration, not just for our sake, but for others in the area that may not use the minimum gallons of water due to similar circumstances.

Thank you for your understanding and contemplation of our request to keep our current rate.

Sincerely,

Handwritten signatures of Robert and Diana Squibb in cursive script.

Robert & Diana Squibb  
2609 Brooken Hill Drive  
Fort Smith, AR 72908



December 28, 2007

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

Ref: QW-2008-0007

Dear Sir:

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

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

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

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

Yours truly,



Jerry Shelton  
321 Hummingbird Lane  
Shell Knob, Mo. 65747

RECEIVED

DEC 31 2007

UTILITY OPERATIONS  
DIVISION

(913) 345-0614

# Spring Sales Company

Representing the Manufacturer

12232 Ash  
Overland Park, Kansas 66209

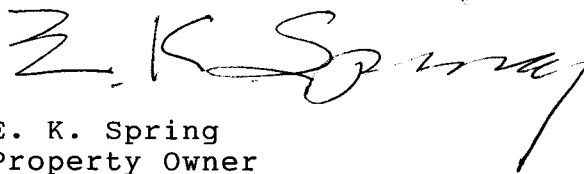
Public Service Commission  
Attn: Water/Sewer Dept.  
P.O.Box 360  
Jefferson City, MO 65102

To whom It May Concern:

Regarding the request for exorbitant water rate increase.  
The 100.1 percent will certainly have a very negative  
impact on the community.

There are many residents who live entirely on their Social  
Security check or a fixed and inadequate income. In many instances  
some will be paying more in real estate taxes than they are  
for water. Please reconsider your request.

Very truly yours,



E. K. Spring  
Property Owner

Turkey Mountain #2

RECEIVED

JAN 09 2008

UTILITY OPERATIONS  
DIVISION

December 29, 2007

Public Service Commission

Attn: Water/Sewer Dept.

P.O. Box 360

Jefferson City, MO. 65102

RECEIVED

JAN 02 2008

UTILITY OPERATIONS  
DIVISION

Dear Sir:

This letter is relative to the request (December, 2007) of Aqua Missouri, Inc. for permanent increases in its current water rates for Lakewood Manor (Shell Knob, MO.) (request # QW-2008-0007). I'm fully aware that this request for increases in water rates by this company is not necessarily automatically approved or disapproved by the Public Service Commission and the Office of the Public Counsel. Only after your professional and thorough evaluation of their request will a recommendation for approval or disapproval be submitted. The residents of Lakewood Manor rely upon your expertise on this matter.

In June, 2005 this company requested and received an increase in excess of 130.32 % for water rates at Lakewood. In a letter (June, 2005) from Aqua MO. it was indicated that the company's current rates had been in effect since 1994. This company did not own our water system until early 2000s. The proposed changes in the company's customer rates whereby all customers regardless of their service area location will pay the same rates for the services received, is a bad policy. The cost of a commodity and/or service is driven by what the market in a specific region can sustain. Barry County (location of Lakewood Manor) is one of the most economically depressed regions in Missouri.

The water usage in Lakewood Manor is represented by a very heterogeneous group of residents. Some are full-time and many are seasonal residents. Seasonal residents only use a minimal amounts of water (For example , 1000 gallons per month) for six to eight months and zero usage for four to six months. Obviously less utilization of water by seasonal residents should result in lower operational costs for Aqua MO. The proposed rates should be redesigned. My wife and I are seasonal residents. Many of the full-time residents are senior citizens.

Tables 1, 2, & 3 present the typical utilization of water by a seasonal resident for 2004, 2005, and 2006. The average monthly usage for a one year period is approximately 805 gallons monthly for a seasonal resident. This represents approximately an average total of 9,666 gallons per year for a seasonal resident.

Further the tables show an average of 4 months in which a seasonal resident is not occupying their residence. A typical seasonal resident would occupy their household at Lakewood Manor an average total of 66 days per year.

There are 35 customers at Lakewood Manor and 11 of these are seasonal residents. With the exception of one full time customer, the remainder of full-time customers(24) only have a maximum of two people per residence.

I doubt very much that the capital improvements (\$1600 per as indicated by Aqua MO (Dec. 2007) are accurate. Throughout my tenure at Lakewood new meter installations for me and my immediate neighbors have not occurred.

My general impression of Aqua MO is a mismanaged company with very poor customer service relations. Their customer service has provided me with misinformation on many occasions. My automatic payment program has led to the development of great confusion and lack of respect. Their personnel perform like amateurs when dealing with a customer. The general profile of this company is to purchase a small water system in a subdivision, modestly increase capital improvements, and then immediately attempt to increase their profit margin by increasing water rates 100-200+%.

The proposed rates will depress further development and real estate sales in this subdivision. The proposed rate increase (207.89%) is totally unacceptable.

According to a publication by Missouri Municipal League (Newsletter #258; February, 2007) of a survey of 230 cities with populations under 2,500, most had increased their water rates in recent years. Sixty-three percent indicated they had a water rate analysis done as part of the process. Eighty-five percent indicated they had increased the rates within the last 10 years. Seventy-five percent had done so within the last five years and 60% had increased the rates within three years. Additionally 47% contemplated a rate increase this next year. Of those contemplating a rate increase next year, the percentage of the increase ranged from 1% to 50% with 10% being the most common increase

amount. Analyses of the water rates among the groups surveyed indicated water rates (monthly charges) were very much below the rates proposed by Aqua MO. In fact, I could not find one case where the rates were even close to that proposed by Aqua MO.

I look forward to your consideration and careful analysis of the Aqua MO proposal.

Sincerely yours,

A handwritten signature in black ink that reads "Jim N. Tone". The signature is written in a cursive, flowing style.

Jim N. Tone, Ph.D.

Phone: 1-309-365-8826 (IL.) or 1-417-858-6263 (MO.)

E-mail: [jntone@mindspring.com](mailto:jntone@mindspring.com)

Address: 21535 N 2600 East Rd.

Lexington, IL. 61753

**TABLE 1****2005 Utilization and Water Usage for a Seasonal Resident ( JimTONE)**

<b>Month</b>	<b>DAYS (Actual Occupancy of residence)</b>	<b>Usage (actual gallons)*</b>
<b>January</b>	<b>0</b>	<b>0</b>
<b>February</b>	<b>0</b>	<b>0</b>
<b>March</b>	<b>9</b>	<b>1000</b>
<b>April</b>	<b>14</b>	<b>2000</b>
<b>May</b>	<b>8</b>	<b>1000</b>
<b>June</b>	<b>8</b>	<b>1000</b>
<b>July</b>	<b>5</b>	<b>1000</b>
<b>August</b>	<b>2</b>	<b>1000</b>
<b>September</b>	<b>4</b>	<b>2000</b>
<b>October</b>	<b>10</b>	<b>1000</b>
<b>November</b>	<b>0</b>	<b>0</b>
<b>December</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>60</b>	<b>10,000 *</b>

**\* Actual gallon usage is not indicated on my billing statements. Usage is indicated by 1000-gallon increments.**

**TABLE 2****2006 Utilization and Water Usage for a Seasonal Resident ( JimTONE)**

<b>Month</b>	<b>DAYS (Actual Occupancy of residence)</b>	<b>Usage (actual gallons)*</b>
<b>January</b>	<b>0</b>	<b>0</b>
<b>February</b>	<b>0</b>	<b>0</b>
<b>March</b>	<b>7</b>	<b>1000</b>
<b>April</b>	<b>12</b>	<b>2000</b>
<b>May</b>	<b>4</b>	<b>1000</b>
<b>June</b>	<b>13</b>	<b>1000</b>
<b>July</b>	<b>14</b>	<b>2000</b>
<b>August</b>	<b>7</b>	<b>1000</b>
<b>September</b>	<b>12</b>	<b>1000</b>
<b>October</b>	<b>13</b>	<b>2000</b>
<b>November</b>	<b>0</b>	<b>0</b>
<b>December</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>82</b>	<b>11,000 *</b>

**\* Actual gallon usage is not indicated on my billing statements. Usage is indicated by 1000-gallon increments.**



**TABLE 3****2007 Utilization and Water Usage for a Seasonal Resident ( JimTONE)**

<b>Month</b>	<b>DAYS (Actual Occupancy of residence)</b>	<b>Usage (actual gallons)*</b>
<b>January</b>	<b>0</b>	<b>0</b>
<b>February</b>	<b>0</b>	<b>0</b>
<b>March</b>	<b>7</b>	<b>1000</b>
<b>April</b>	<b>8</b>	<b>1000</b>
<b>May</b>	<b>4</b>	<b>1000</b>
<b>June</b>	<b>11</b>	<b>1000</b>
<b>July</b>	<b>8</b>	<b>1000</b>
<b>August</b>	<b>0</b>	<b>0</b>
<b>September</b>	<b>7</b>	<b>1000</b>
<b>October</b>	<b>12</b>	<b>2000</b>
<b>November</b>	<b>0</b>	<b>0</b>
<b>December</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>57</b>	<b>8,000 *</b>

**\* Actual gallon usage is not indicated on my billing statements. Usage is indicated by 1000-gallon increments.**

## Addendum

It has been very difficult to comment about operating cost increases that may have occurred in the past two years without complete knowledge of the factors that are the causes of these increases. I doubt very much that equipment, labor, and energy costs have increased 207.89% within the past two years. Obviously this will be your assignment to determine the validity of their proposed rate increases.

However, I realize that water revenues at Lakewood Manor vary greatly seasonally. Summer water sales would be greater than sales during the winter. Revenue from monthly water consumption would fluctuate throughout a year. With decreased water sales at various times throughout the year, operating costs should also reduce during those periods.

The company should propose modest increases in water rates over a long period of time (for example, 10 years) and they should consider revenue from monthly water meter charges. Water meter charges should be modest and monthly. Revenue from monthly water meter charges would be stable and help modulate the fluctuating water consumption revenue.

Incidentally, water sales at Lakewood Manor may decrease further if some residents decide to construct their own private wells. I have been approached recently to invest and join a group for construction of a well.

The company should consider a capital facilities "hookup" charge. If this charge is presently in place, it may need to be adjusted. Requiring new

users to pay the costs of facilities provided to serve them is the fairest and easiest method of collecting funds for system improvements and expansions. Charges could be collected during the construction period as new customers begin to use the facilities.

Aqua MO is not a consumer friendly company. Their immediate approach to operating cost increases and capital improvement increases is to propose unreasonably high water rate increases. Obviously they made a bad investment when they purchased our water system. I do not believe it is fair and reasonable for Aqua MO customers to pay for this company's mistakes. Their proposed water rates are among the highest within the United States. Most household budgets are not engineered to absorb 207.89% increases in expenditures.

Since 2005 when a 130% increase in water rates was given to this company, I have not been aware of any improvements in their services and public relations. Their billing statements are sporadic and confusing. Aqua MO has changed the format of these statements three times in the past four years. I have never received a customer policy statement, water rates information and other information that would be pertinent to their consumers. It appears that Aqua MO is more interested in exaggerating their needs. Their true needs are really their greediness.

This company received a 130% increase in water rates in 2005 and they should not receive another 207+% during 2008. They have shown no sincere efforts to reduce their operating costs throughout the past two years. No improvements in customer relations and efforts to reduce

operating expenses should be rewarded by more revenue from their customers.

4/ Jan. 2008

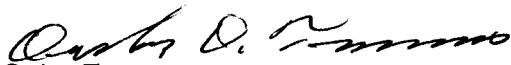
Office of the Public Counsel  
ATTN: Lewis Mills

Ref: QW-2008-0007

Dera Sir

Aqua Missouri was granted an increase in their water rates. This was a 45% increase on are Dec.2006. Now they are requesting a 100.1 increase. Are residence are retired and on a fixed income. Most of us would not be able to pay this amount, an would have to go together and put in a well.

Yours truly,



Ordon Tummons  
361 Goldfinch Ln  
Shell Knob Mo  
65747

RECEIVED

JAN 11 2008

UTILITY OPERATIONS  
DIVISION

January 15, 2008

To whom it May Concern,

I am writing in response to the letter I received informing me as well as all other residents of Lake Laney Commons Acres that once again Aqua Mo. Inc. is requesting another outrageous rate increase. Out-rageous is not a strong enough word to describe how absurd it is to ask for 119.47% increase.

If this water operation costs so much to operate, why did Aqua Mo. even purchase it? I knew why. To do what they apparently do everywhere else they operate water companies. They are doing this to make money & no one apparently can stop them. I knew & I'm sure you knew that they would love nothing more than to get the requested 119.47% rate increase but in reality they ask such a ridiculous amount knowing full well that they will be granted a lesser amount.

I don't know if the Attorney General is aware of this matter or if they can do anything or not but I am going to at least find out.

Our household consists of 2 adults.

I am on social security, a limited income. Prior to receiving the notice, we replaced all 3 toilets with the new models that use significantly less water. We conserve as much as we can. Don't water the lawn or wash the car etc. We paid the first hot water heating machine as far as expense as this time. We take about showers with the special low water hoses & we use still use 40 to 5000 gallons each month. That would mean our bill would be around \$50 a month. No one I knew pays such outrageous water bills.

My question is this, how did the water Co. manage all the years they operated with our bills never reaching 20<sup>00</sup> a month? They had to make a profit as living, & and again does anyone who has to charge so much? Are they lining the bill with bills or just lining their own pockets?

Please don't let them do this to me.

I just pray they can be stopped & someone the City of Beacon can & will help me.

Thank you very much  
Donald Staden

John Walker

5524 W. 61<sup>st</sup> Terrace  
Mission, Kansas 66202

Tel: (913) 262-0762 • Fax: (913) 262-0762

RECEIVED

1/04/08

JAN 07 2008

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

UTILITY OPERATIONS  
DIVISION

Dear Sir:

I am writing regarding a proposed rate increase I just received for Lakewood Manor by Aqua/RU, Inc., a/k/a Aqua Missouri, Inc. (Aqua).

As a matter of background, Lakewood Manor is a community of 35 homes, with 80% lived in year round. About 3 years ago Aqua Missouri purchased the water facility from the developer of our subdivision. In Nov. of 2006 our rates went from \$9.02 a month for minimum usage, to the current \$17.42 for minimum usage, which was the first increase we had experienced since buying our lake home in 1992.

I did not wage a protest with the above increase – seemed reasonable as we would now have Corp. oversight of our water, although we had never had any problems under the developers watchful eye.

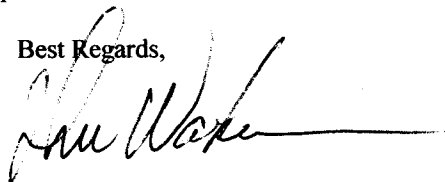
Now I receive the notice that Aqua wants to increase our rates by 207.89% -- or a monthly minimum of \$53.63 a month compared to \$17.42 currently. Now I must ask – Why??

To help me understand would you please have someone answer for me or send me the following :

- How many and what subdivisions or developments in the Barry County area does Aqua Missouri own and or maintain the water system.
- To the above – how many service, and admin people are employed to handle service calls, maintenance, and new equipment installation.
- To the above, please send me the P&L statements for 06 and 07.
- Are they asking for increases in the other systems owned in Barry Co. and how much per system.
- As to Lakewood Manor – what capital improvements were made, as claimed in the attached, and what were the costs.

Thanking you in advance for your help.

Best Regards,



cc. Office of the Public Counsel.  
cc. Blackwell, Sanders – Attorney



## **LAKEWOOD MANOR CUSTOMER NOTICE**

December 20, 2007

Aqua/RU, Inc., a/k/a Aqua Missouri, Inc. (Aqua), submitted a request on December 7, 2007 for permanent increases in its current water rates for Lakewood Manor to the Missouri Public Service Commission (Commission), under the provisions of the Commission's small company rate increase procedure.

By its request, Aqua is seeking increases in its customer rates intended to generate an increase in its annual water operating revenues of \$21,633 (207.89 percent). This increase in operating revenue is necessary due to increases in operating expenses and more than \$56,000 (more than \$1,600 per customer) the company has invested in capital improvements since early 2005 to improve water quality and maintain compliance with environmental regulations including the installation of new meters. The company also conducted engineering for a new storage tank. In its request, the Company recognizes that the Commission might require changes to its general business practices, customer service practices and general tariff provisions, and the design of its customer rates. At the end of this notice is a table that includes a comparison of the Company's current customer rates and the proposed rates, which would increase by \$63.09 based upon an assumed monthly water usage of 5,000 gallons, to adequately recover capital and operating expenses.

In the near future, the Staff of the Public Service Commission (Commission Staff) will conduct an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon that audit and investigation, the Commission Staff will develop its positions regarding the Company's requested increase in its annual operating revenues. Additionally, the Commission Staff will develop positions regarding the need for changes in the Company's service charges, connection fees, general tariff provisions, business operations and system operations, and in the design of the Company's customer rates.

The Office of the Public Counsel (OPC), a state agency responsible for representing the interests of utility consumers before the Commission, may also conduct its own audit and investigation, but at a minimum will review the results of the Commission Staff's audit and investigation.

Any customer who has questions or comments regarding the Company's rate increase request, or who has comments regarding recent service-related problems, should contact the Commission Staff and/or the OPC, within 30 days of the date of this notice. To do so, please use the mailing addresses, telephone numbers, fax numbers or e-mail addresses shown below, and please also include a reference to request number QW-2008-0007. As a part of their investigations into the Company's rate increase request, the Commission Staff and the OPC will review all customer comments they receive in response to this notice.

*Wendell and Lynda Wilkinson  
1002 South College  
Pittsburg, Kansas 66762-5606  
Phone 620-231-0978  
Fax 620-232-1147*

January 15, 2008

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

Re: Request #QW-2008-0007

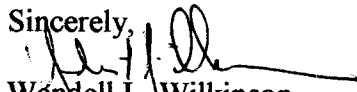
To whom it may concern:

We are writing in response to the request by Aqua/RU (Aqua Missouri) to increase our water rates by 207.89%. This is in addition to the 154% rate increase approximately two years ago in May, 2005. The company states that this rate increase is due to capital improvements and operating expenses. However, we have not seen any changes or improvements other than the cost of water increasing. They have only discussed the study for a new storage tank. In our opinion it does not require a lot of effort or incurred expense to conduct a study to build a storage tank.

Aqua/RU has not provided us with any documentation of operating expenses that would support such a dramatic rate increase. We have been involved with another housing development in Shell Knob and pay a fraction for water compared to Aqua/RU.

It appears that Aqua/RU acquired the water utilities in Lakewood Manor subdivision without proper due diligence and with the hopes of raising rates to offset their investment losses at the expense of the homeowners. Just a few years ago our minimum water bill was \$9.02 per month and with the proposed increase it will multiply to \$53.63 per month. There are no other public or private businesses that have the ability to increase prices at this rate.

We strongly oppose the request of this ludicrous rate increase on the homeowners. We hope that the Public Service Commission will not improve this increase and agree that this request is absurd.

Sincerely,  
  
Wendell L. Wilkinson  
Windsor Drive  
Lakewood Manor  
Shell Knob, Mo.

RECEIVED

JAN 22 2008

UTILITY OPERATIONS  
DIVISION

TO WHOM IT MAY CONCERN;  
RE: QW-2008-0007

JANUARY 20-2008

I AM VERY MUCH AGAINST THE PROPOSED 100% WATER RATE INCREASE. APPROXIMATELY 1 YEAR AGO WE HAD AN INCREASE THAT ALMOST DOUBLED MY WATER BILL. I FEEL LIKE AN ADDITIONAL 100% INCREASE IS EXCESSIVE. NOT ONLY AM I PAYING FOR MY WATER, I AM ALSO BEING ASKED TO PAY FOR THE OVERHEAD, REPAIRS, MAINTENANCE, WATER TOWER, WAGES AND EMPLOYEE BENEFITS AND COMPANY VEHICLES AND INSURANCE. I WOULD LIKE TO SEE A PROFIT AND LOSS STATEMENT TO BE ABLE TO DETERMINE THE NEED FOR SUCH A LARGE INCREASE. WHILE MY FAMILY STRUGGLES TO PAY OUR HEALTH INSURANCE PREMIUMS(175.00 INCREASE ON 01-01-08) AND STRUGGLES TO PUT GAS IN THE VEHICLES WE DRIVE BACK AND FORTH TO WORK, I AM DISMAYED AT THE PROPOSED 100% WATER INCREASE. PLEASE TAKE THIS INTO CONSIDERATION AND DO NOT LET THIS GET OUT OF HAND.

SINCERELY AND RESPECTFULLY,

*Vicky Woods*

KEVIN & VICKY WOODS  
HC RT 64 BOC 2110-A  
SHELL KNOB, MO 65747  
417-858-2543  
M37-001341907-1003803-MO10

QW-20008-0007

Comments Received

By The

Office of The Public Counsel

## MILES CONSTRUCTION SERVICES

FILE COPY

"When Quality Counts"

Cellular: (417) 527-0301 Office: (4178) 332-0186  
292 River Drive Branson, Missouri 65616  
24 hr. Availability  
Fax: (417) 339-7379

11/19/08

To Whom it Concerns,

I am very concerned about Aqua MO asking again for a rate increase. They just had a rate increase over a year ago & they increased our rate after taking over LTA water in the beginning. They lowered our gallon usage from 9000 gal @ \$8.00 to 2000 gal @ 2000 gals. They also said we wouldn't be charge a min. fee on our sprinkler water meters, if we didn't use them.

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

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

We own against any rate increase

Edward & Sandra Miles

292 River Drive

Branson, MO. 65616

417-527-0301

1-18-08

FILE COPY

Office of the Public Council  
Attn: Lewis Mills  
P.O. Box 2230  
Jefferson City, Mo. 65102

Dear Sirs:

This letter is in reference to request number: QW-2008-0007, pertaining to the request from Aqua Water Co. (Aqua Missouri) for the substantial water rate increase for 'Ozark Mountain Customers'. We feel this rate hike is totally out of line \*\* 100.01% \*\* rate increase!!!! This makes it exceptionally hard for people like myself who only use the water during the summer months but pay for it each month all year long. With the rate increase, we would be paying approx. \$600.00 - \$700.00 for water for less than half a years actual usage! Please consider this when deciding on the rate increase.

Thanking you for your time.

Sincerely,



Jim & Peggy Moon  
2604 W. Swan  
Springfield, Mo. 65807

Aqua Service @ Turkey Myn. East. Lot 208, Shell Knob, Mo. 65737

**FILE COPY**

Wally & Jody Phillips  
4509 W. 140<sup>th</sup> St.  
Leawood, KS 66224

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

12 January 2008

**RE: request #QW-2008-0007**

Dear Mr. Lewis Mills,

I'm writing in response to the request by Aqua/RU (Aqua Missouri), to raise our water rates 207.89%. The rate increase request is in addition to a 154% rate increase approximately two years ago (15 May 2005). Aqua/RU is requesting this rate increase due to increases in operating expenses and capital improvements. We have experienced no evidence of these improvements. In fact, water pressure was better prior to Aqua Missouri acquiring the water system. They also reference expenses related to an engineering study for a new storage tank and a "potential" for future changes by the commission which would increase operating expenses.

I strongly oppose another **rate increase of 207.89%** or further rate increases until Aqua Missouri provides documentation of operating expenses increasing at a rate that supports these extra-ordinary price increases. Since Aqua Missouri has purchased the water system in Lakewood Manor in 2004, the monthly minimum water bill ~~will~~ has increased nearly **600%**. Under the current proposal we will receive no value for the monthly charge of \$53.63. Several residents in the Lakewood Manor subdivision are part-time residents and require little or no water during several months of the year. This also limits the usage and requirements of the water system.

There are no other public or private businesses that have the ability to increase prices at a rate of 100% per year. If a new storage tank is required in the future, then an assessment and water hook-up charges for new homes can be the method for future capital improvements.

The time is now to hold Aqua Missouri accountable for their business decisions and to maintain reasonable rate increases as deemed necessary by the Public Service Commission.

Sincerely,



Wally Phillips  
Lakewood Manor HCR 4024-30  
Shell Knob, MO 65747

January 18, 2008

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

Dear Sir or Madam:

This letter is in response to the LTA Customer notice of 20 Dec 2007. Once again Aqua is trying to get more than a 100% increase in their water rates. We just went through this in 2007. Aqua didn't answer all of our questions then, and they are doing the same thing this time. On 18 Jan 2008 I called the number on the LTA notice (877-987-2782). The gentleman that answered the phone could not answer any questions about the rate increase and forwarded me to the Aqua Illinois call center. A lady by the name of Kathrine took the call and said than she could not answer any questions either as the rate increase was still only a proposal. She said there was no one she could forward me to, but would have her supervisor call me. This is what happened last time as well. Aqua provides a contact phone number, but there is no one that you can contact that has any information. It is very obvious that Aqua has no desire to provide any information that would help us understand what is going on.

I would appreciate your help in resolving the following questions and concerns:

1. The notice says that the rate increases are to cover operating expenses and capital improvements incurred since 2005. This sounds bogus, as the rate increase they received last year should have already taken their 2005-6 expenses into account. Why are they bringing up 2005-6 again?
2. The operating expenses need to be broken out from the capital improvements so that it is possible to understand what Aqua has actually spent on what (and when).
3. It appears that they are trying to recover their capital expenditures in about 3-years with 98 customers. These expenses should be recovered in no less than 5-10 years. What are they doing and why?
4. When and where were these capital improvements actually made? I know of none of the improvements they said they made, and was not notified of any of these improvements to the water system that I am on. If these improvements were made to a system that I am not on, I should not have to pay for them.
5. When the old equipment was removed, how much money was made on the salvage/disposal of the old equipment? Was it applied against the new equipments purchase?
6. What is the basis of the requested increase to their operating expenses? What is the actual % increase they are asking for, and what does it cover? My retirement was increased by about 2.5% (based on the Cost-of-Living (COL) index). Their increase should not be more than about 2.5-3%. If part of the increase is due to pay raises, remember that the employees that service my water system also service other water systems. A pay increase for this area should not have exceeded a 3% COL increase.

JAN 22 2008



January 18, 2008

We are at the mercy of the Aqua Company and they know it. I cut back my water usage last year because of the cost increases that Aqua was previously granted. I am on a retirement income that was limited to a 2.3% COL increase and cannot afford Aqua's 100 plus % increases every year. In addition, the 2000 gallon base rate is too low. I live in a two-person household and used no outside water in Dec 2007. I still used 3000 gal despite my efforts to keep my water usage down. Not once in the last year have I been able to get under 2000 gal/month. I have to wonder how many others in my area have the same problem.

I appreciate your help with this issue, and look forward to hearing from your office. I can be reached at (417) 527-7585 (cell) or (417) 239-2812 (Home).

Sincerely,

A handwritten signature in black ink, appearing to read "Douglas L. Ritchie". The signature is fluid and cursive, with the first name "Douglas" and last name "Ritchie" clearly distinguishable.

Douglas L. Ritchie

December 28, 2007

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

Ref: QW-2008-0007

Dear Mr. Mills:

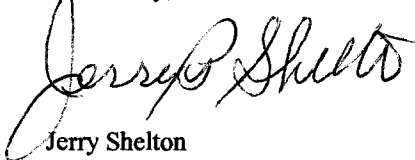
Only a short time ago, Aqua Missouri was granted an increase in their water rates. This took effect on the December 2006 billing. The rates went from \$14.11 for a minimum to \$20.48, which amounted to \$6.37 per month increase. Now they are requesting for another increase, which is doubling what we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

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

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

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

Yours truly,



Jerry Shelton  
321 Hummingbird Lane  
Shell Knob, Mo. 65747

DEC 31 2007

he! Aqua

(913) 345-0614

# Spring Sales Company

Representing the Manufacturer

FILE COPY

12232 Ash  
Overland Park, Kansas 66209

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

To Whom It May Concern:

Regarding the request for exorbitant water rate increase.  
The 100.1 percent will certainly have a very negative  
impact on the community.

There are many residents who live entirely on their Social  
Security check or a fixed and inadequate income. In many  
instances some will be paying more in real estate taxes than  
they are for water. Please reconsider your request.

Very truly yours,



E. K. Spring  
Property Owner  
Turkey Mountain #2

JAN 09 2008

December 27, 2007

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

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

RE: LTA Customer Notice dated December 20, 2007  
Water Service Rate Increase – LTA Water Company

Dear Ladies and Gentlemen:

We are writing in response to your interest in determining what LTA customers think of this new proposed rate increase by **119.47%**. To say that this is an excessive increase is **undeniably understating** the fact and its highway robbery! We cannot imagine that we are the only property owners in Lake Taneycomo Acres who feel this way.

As 15 year customers of LTA Water Company (now Aqua Missouri), we feel that paying even the **minimum** of \$31.91 per month is a disproportionate rate for us because we no longer live at the house where this service is being provided. There is not even included, in this new rate, trash pickup and sewer services usually associated with “water service”, such as in city fees.

In May 2005, we moved from the service address of “**113 Corbin Way, Branson, MO 65616**” to Arkansas and only occasionally return there for a couple of days at a time. Therefore, since 2005, we have in no way used even the minimum gallons we are paying for now, at the rate of \$14.54 per month (since the last increase about a year ago). On the last several bills we have received from Aqua Missouri, our water usage shows “zero” gallons.

Adding to our frustration, we still find that the water we use in Branson presently is of no better quality than it was 3 years ago when we lived there. One can observe this by sitting a glass of tap water on the counter for a day and witnessing all the deposits of “stuff” left at the bottom of the glass! We are wondering about the “capital improvements since early 2005 to improve water quality...” that they speak of in the second paragraph of their Notice.

Additionally, the Notice alludes to possible changes being made to the “general business practices, customer service practices...” These changes would certainly be welcome to customers who find they have to call Aqua Missouri to get a question answered. Several months ago, there was a need to call after we had not received a bill for 3 months. I (Diana) was on hold for more than ½ hour after being subjected to an unbelievably long and foolish recorded message process that did nothing more than make me pretty irritated (I could say more, but I will spare you). By the time I was connected with a representative, before I even spoke, it was obvious that she was annoyed at having to answer the phone and was generally unable to give me a beneficial answer other than they were working on their problems or some such half-baked response!

JAN 07 2008

December 27, 2007

Public Service Commission  
Attn: Water/Sewer Department

Office of Public Counsel  
Attn: Lewis Mills

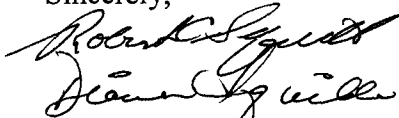
Page Two

Due to all of the above circumstances, we are very displeased about this ridiculously high rate increase ESPECIALLY since we do not even use 2,000 gallons of water a month, let alone 5,000 gallons! We would not even use that amount in a year!

When notified of the last rate increase about a year ago, we wrote a letter to you requesting to stay at our previous rate of around \$11.00 because of the fact that our minimum usage is usually "0" gallons per month. Our request obviously fell on deaf ears and we never even received so much as a short reply of any kind from you or Aqua Missouri. We would really appreciate this letter being read and taken into consideration, not just for our sake, but for others in the area that may not use the minimum gallons of water due to similar circumstances.

Thank you for your understanding and contemplation of our request to keep our current rate.

Sincerely,

The block contains two handwritten signatures in black ink. The first signature is for Robert Squibb and the second is for Diarra Squibb. Both are written in a cursive, flowing style.

Robert & Diarra Squibb  
2609 Brooken Hill Drive  
Fort Smith, AR 72908

December 29, 2007

Office of the Public Counsel

Attn: Lewis Mills

P.O. Box 2230

Jefferson City, MO. 65102

Dear Sir:

This letter is relative to the request (December, 2007) of Aqua Missouri, Inc. for permanent increases in its current water rates for Lakewood Manor (Shell Knob, MO.) (request # QW-2009-0007). I'm fully aware that this request for increases in water rates by this company is not necessarily automatically approved or disapproved by the Public Service Commission and the Office of the Public Counsel. Only after your professional and thorough evaluation of their request will a recommendation for approval or disapproval be submitted. The residents of Lakewood Manor rely upon you expertise on this matter.

In June, 2005 this company requested and received an increase in excess of 130.32 % for water rates at Lakewood. In a letter (June, 2005) from Aqua MO. it was indicated that the company's current rates had been in effect since 1994. This company did not own our water system until early 2000s. The proposed changes in the company's customer rates whereby all customers regardless of their service area location will pay the same rates for the services received, is a bad policy. The cost of a commodity and/or service is driven by what the market in a specific region can sustain. Barry County (location of Lakewood Manor) is one of the most economically depressed regions in Missouri.

JAN 03 2008

The water usage in Lakewood Manor is represented by a very heterogeneous group of residents. Some are full-time and many are seasonal residents. Seasonal residents only use a minimal amounts of water (For example , 1000 gallons per month) for six to eight months and zero usage for four to six months. Obviously less utilization of water by seasonal residents should result in lower operational costs for Aqua MO. The proposed rates should be redesigned. My wife and I are seasonal residents. Many of the full-time residents are senior citizens.

Tables 1, 2, & 3 present the typical utilization of water by a seasonal resident for 2004, 2005, and 2006. The average monthly usage for a one year period is approximately 805 gallons monthly for a seasonal resident. This represents approximately an average total of 9,666 gallons per year for a seasonal resident.

Further the tables show an average of 4 months in which a seasonal resident is not occupying their residence. A typical seasonal resident would occupy their household at Lakewood Manor an average total of 66 days per year.

There are 35 customers at Lakewood Manor and 11 of these are seasonal residents. With the exception of one full time customer, the remainder of full-time customers (24) only have a maximum of two people per residence.

I doubt very much that the capital improvements (\$1600 per as indicated by Aqua MO (Dec. 2007) are accurate. Throughout my tenure at Lakewood new meter installations for me and my immediate neighbors have not occurred.

My general impression of Aqua MO is a mismanaged company with very poor customer service relations. Their customer service has provided me with misinformation on many occasions. My automatic payment program has led to the development of great confusion and lack of respect. Their personnel perform like amateurs when dealing with a customer. The general profile of this company is to purchase a small water system in a subdivision, modestly increase capital improvements, and then immediately attempt to increase their profit margin by increasing water rates 100-200+%.

The proposed rates will depress further development and real estate sales in this subdivision. The proposed rate increase (207.89%) is totally unacceptable.

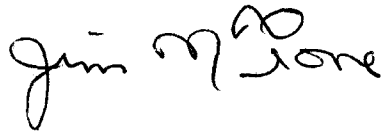
According to a publication by Missouri Municipal League (Newsletter #258; February, 2007) of a survey of 230 cities with populations under 2,500, most had increased their water rates in recent years. Sixty-three percent indicated they had a water rate analysis done as part of the process. Eighty-five percent indicated they had increased the rates within the last 10 years. Seventy-five percent had done so within the last five years and 60% had increased the rates within three years. Additionally 47% contemplated a rate increase this next year. Of those contemplating a rate increase next year, the percentage of the increase ranged from 1% to 50% with 10% being the most common increase.



amount. Analyses of the water rates among the groups surveyed indicated water rates (monthly charges) were very much below the rates proposed by Aqua MO. In fact, I could not find one case where the rates were even close to that proposed by Aqua MO.

I look forward to your consideration and careful analysis of the Aqua MO proposal.

Sincerely yours,

A handwritten signature in black ink that reads "Jim N. Tone". The signature is written in a cursive, flowing style.

Jim N. Tone, Ph.D.

Phone: 1-309-365-8826 (IL.) or 1-417-858-6263 (MO.)

E-mail: [jntone@mindspring.com](mailto:jntone@mindspring.com)

Address: 21535 N 2600 East Rd.

Lexington, IL. 61753

**TABLE 1****2005 Utilization and Water Usage for a Seasonal Resident ( JimTONE)**

<b>Month</b>	<b>DAYS (Actual Occupancy of residence)</b>	<b>Usage (actual gallons)*</b>
<b>January</b>	<b>0</b>	<b>0</b>
<b>February</b>	<b>0</b>	<b>0</b>
<b>March</b>	<b>9</b>	<b>1000</b>
<b>April</b>	<b>14</b>	<b>2000</b>
<b>May</b>	<b>8</b>	<b>1000</b>
<b>June</b>	<b>8</b>	<b>1000</b>
<b>July</b>	<b>5</b>	<b>1000</b>
<b>August</b>	<b>2</b>	<b>1000</b>
<b>September</b>	<b>4</b>	<b>2000</b>
<b>October</b>	<b>10</b>	<b>1000</b>
<b>November</b>	<b>0</b>	<b>0</b>
<b>December</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>60</b>	<b>10,000 *</b>

**\* Actual gallon usage is not indicated on my billing statements. Usage is indicated by 1000-gallon increments.**

**TABLE 2****2006 Utilization and Water Usage for a Seasonal Resident ( JimTONE)**

<b>Month</b>	<b>DAYS (Actual Occupancy of residence)</b>	<b>Usage (actual gallons)*</b>
<b>January</b>	<b>0</b>	<b>0</b>
<b>February</b>	<b>0</b>	<b>0</b>
<b>March</b>	<b>7</b>	<b>1000</b>
<b>April</b>	<b>12</b>	<b>2000</b>
<b>May</b>	<b>4</b>	<b>1000</b>
<b>June</b>	<b>13</b>	<b>1000</b>
<b>July</b>	<b>14</b>	<b>2000</b>
<b>August</b>	<b>7</b>	<b>1000</b>
<b>September</b>	<b>12</b>	<b>1000</b>
<b>October</b>	<b>13</b>	<b>2000</b>
<b>November</b>	<b>0</b>	<b>0</b>
<b>December</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>82</b>	<b>11,000 *</b>

**\* Actual gallon usage is not indicated on my billing statements. Usage is indicated by 1000-gallon increments.**

**TABLE 3****2007 Utilization and Water Usage for a Seasonal Resident ( JimTONE)**

<b>Month</b>	<b>DAYS (Actual Occupancy of residence)</b>	<b>Usage (actual gallons)*</b>
<b>January</b>	<b>0</b>	<b>0</b>
<b>February</b>	<b>0</b>	<b>0</b>
<b>March</b>	<b>7</b>	<b>1000</b>
<b>April</b>	<b>8</b>	<b>1000</b>
<b>May</b>	<b>4</b>	<b>1000</b>
<b>June</b>	<b>11</b>	<b>1000</b>
<b>July</b>	<b>8</b>	<b>1000</b>
<b>August</b>	<b>0</b>	<b>0</b>
<b>September</b>	<b>7</b>	<b>1000</b>
<b>October</b>	<b>12</b>	<b>2000</b>
<b>November</b>	<b>0</b>	<b>0</b>
<b>December</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>57</b>	<b>8,000 *</b>

**\* Actual gallon usage is not indicated on my billing statements. Usage is indicated by 1000-gallon increments.**

## Addendum

It has been very difficult to comment about operating cost increases that may have occurred in the past two years without complete knowledge of the factors that are the causes of these increases. I doubt very much that equipment, labor, and energy costs have increased 207.89% within the past two years. Obviously this will be your assignment to determine the validity of their proposed rate increases.

However, I realize that water revenues at Lakewood Manor vary greatly seasonally. Summer water sales would be greater than sales during the winter. Revenue from monthly water consumption would fluctuate throughout a year. With decreased water sales at various times throughout the year, operating costs should also reduce during those periods.

The company should propose modest increases in water rates over a long period of time (for example, 10 years) and they should consider revenue from monthly water meter charges. Water meter charges should be modest and monthly. Revenue from monthly water meter charges would be stable and help modulate the fluctuating water consumption revenue.

Incidentally, water sales at Lakewood Manor may decrease further if some residents decide to construct their own private wells. I have been approached recently to invest and join a group for construction of a well.

The company should consider a capital facilities "hookup" charge. If this charge is presently in place, it may need to be adjusted. Requiring new

users to pay the costs of facilities provided to serve them is the fairest and easiest method of collecting funds for system improvements and expansions. Charges could be collected during the construction period as new customers begin to use the facilities.

Aqua MO is not a consumer friendly company. Their immediate approach to operating cost increases and capital improvement increases is to propose unreasonably high water rate increases. Obviously they made a bad investment when they purchased our water system. I do not believe it is fair and reasonable for Aqua MO customers to pay for this company's mistakes. Their proposed water rates are among the highest within the United States. Most household budgets are not engineered to absorb 207.89% increases in expenditures.

Since 2005 when a 130% increase in water rates was given to this company, I have not been aware of any improvements in their services and public relations. Their billing statements are sporadic and confusing. Aqua MO has changed the format of these statements three times in the past four years. I have never received a customer policy statement, water rates information and other information that would be pertinent to their consumers. It appears that Aqua MO is more interested in exaggerating their needs. Their true needs are really their greediness.

This company received a 130% increase in water rates in 2005 and they should not receive another 207+% during 2008. They have shown no sincere efforts to reduce their operating costs throughout the past two years. No improvements in customer relations and efforts to reduce

operating expenses should be rewarded by more revenue from their customers.

4 Jan 2008

Public Service Commission  
ATTN: Water/Sewer Dept.

FILE COPY

Ref: QW-2008-0007

Dera Sir

Aqua Missouri was granted an increase in their water rates. This was a 45% increase on are Dec.2006. Now they are requesting a 100.1 increase. Are residence are retired and on a fixed income. Most of us would not be able to pay this amount, an would have to go together and put in a well.

Yours truly,



Ordon Tummons  
361 Goldfinch Ln  
Shell Knob Mo  
65747

JAN 11 2008



Reference #  
QW-2008-0007  
Taneycom Acres

Jan. 2008  
**FILE COPY**

Attn: Lewis Mills

I am writing in response to the letter that I received informing me, as well as all the other residents of Lake Taneycom Acres that once again Aqua Mo. Inc. is requesting another outrageous rate increase. It is utterly absurd to ask for 119.47 % increase. If it costs so much to operate this well & etc, why did Aqua purchase the Company? Apparently to do here what they do everywhere that they operate water companies they have purchased. They are in it for the money & I am not against any company making a profit, but this request is ridiculous.

I have one question & that is "why could the other company charge us for years the rates they did & yet Aqua needs these unbelievable increases?" I'm sure L.T.A. Water Co. made a profit during their years of operation.

Aqua Mo. is either lining our water well with Gold or lining their pockets.

I just hope & pray you look into the request & don't let them get away with it.

474 Mac Beth Ave.  
Branson, Mo. 65616

Thank you very much  
Lynda Vorhabein

JAN 22 2008

John Walker

FILE COPY

5524 W. 61<sup>st</sup> Terrace  
Mission, Kansas 66202

Tel: (913) 262-0762 • Fax: (913) 262-0762

1/04/08

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

Dear Sir:

I am writing regarding a proposed rate increase I just received for Lakewood Manor by Aqua/RU, Inc., a/k/a Aqua Missouri, Inc. (Aqua).

As a matter of background, Lakewood Manor is a community of 35 homes, with 80% lived in year round. About 3 years ago Aqua Missouri purchased the water facility from the developer of our subdivision. In Nov. of 2006 our rates went from \$9.02 a month for minimum usage, to the current \$17.42 for minimum usage, which was the first increase we had experienced since buying our lake home in 1992.

I did not wage a protest with the above increase – seemed reasonable as we would now have Corp. oversight of our water, although we had never had any problems under the developers watchful eye.

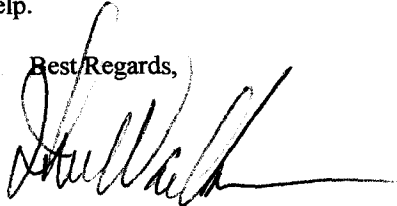
Now I receive the notice that Aqua wants to increase our rates by 207.89% -- or a monthly minimum of \$53.63 a month compared to \$17.42 currently. Now I must ask – Why??

To help me understand would you please have someone answer for me or send me the following :

- How many and what subdivisions or developments in the Barry County area does Aqua Missouri own and or maintain the water system.
- To the above – how many service, and admin people are employed to handle service calls, maintenance, and new equipment installation.
- To the above, please send me the P&L statements for 06 and 07.
- Are they asking for increases in the other systems owned in Barry Co. and how much per system.
- As to Lakewood Manor – what capital improvements were made, as claimed in the attached, and what were the costs.

Thanking you in advance for your help.

Best Regards,



cc. Office of the Public Counsel.  
cc. Blackwell, Sanders -- Attorney

JAN 07 2008

## **LAKEWOOD MANOR CUSTOMER NOTICE**

December 20, 2007

Aqua/RU, Inc., a/k/a Aqua Missouri, Inc. (Aqua), submitted a request on December 7, 2007 for permanent increases in its current water rates for Lakewood Manor to the Missouri Public Service Commission (Commission), under the provisions of the Commission's small company rate increase procedure.

By its request, Aqua is seeking increases in its customer rates intended to generate an increase in its annual water operating revenues of \$21,633 (207.89 percent). This increase in operating revenue is necessary due to increases in operating expenses and more than \$56,000 (more than \$1,600 per customer) the company has invested in capital improvements since early 2005 to improve water quality and maintain compliance with environmental regulations including the installation of new meters. The company also conducted engineering for a new storage tank. In its request, the Company recognizes that the Commission might require changes to its general business practices, customer service practices and general tariff provisions, and the design of its customer rates. At the end of this notice is a table that includes a comparison of the Company's current customer rates and the proposed rates, which would increase by \$63.09 based upon an assumed monthly water usage of 5,000 gallons, to adequately recover capital and operating expenses.

In the near future, the Staff of the Public Service Commission (Commission Staff) will conduct an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon that audit and investigation, the Commission Staff will develop its positions regarding the Company's requested increase in its annual operating revenues. Additionally, the Commission Staff will develop positions regarding the need for changes in the Company's service charges, connection fees, general tariff provisions, business operations and system operations, and in the design of the Company's customer rates.

The Office of the Public Counsel (OPC), a state agency responsible for representing the interests of utility consumers before the Commission, may also conduct its own audit and investigation, but at a minimum will review the results of the Commission Staff's audit and investigation.

Any customer who has questions or comments regarding the Company's rate increase request, or who has comments regarding recent service-related problems, should contact the Commission Staff and/or the OPC, within 30 days of the date of this notice. To do so, please use the mailing addresses, telephone numbers, fax numbers or e-mail addresses shown below, and please also include a reference to request number QW-2008-0007. As a part of their investigations into the Company's rate increase request, the Commission Staff and the OPC will review all customer comments they receive in response to this notice.

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

Office of the Public Counsel  
Attn: Lewis Mills  
P.O. Box 2230  
Jefferson City, MO 65102  
Phone: 866-922-2959  
Fax: 573-751-5562  
E-Mail: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

Upon completion of the Commission Staff's and the OPC's investigations, the Company may be required to send out a second customer notice regarding the results of the investigations. Additionally, the OPC may request that the Commission hold a local public hearing. However, neither a second customer notice nor a local public hearing will happen automatically. Therefore, please take the time now to express your views about the Company's rate increase request, and its business and system operations, to the Commission Staff and the OPC.

Regardless of whether the Company sends out a second customer notice, or whether a local public hearing is eventually held, no increase in rates will take effect without the specific approval of the Public Service Commission.

If you have questions about this notice, or about anything else with which the Company may be of assistance, please feel free to contact Aqua at 877.WTR.AQUA (877.987.2782).

#### Lakewood Manor -Water

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Rates Increased by 207.89%</u>
Monthly Minimum Charge (includes 2,000 gallons)	\$17.42	\$53.63
Usage Over 2,000 gallons (per 1,000 gallons)	\$4.31	\$13.27
Total Monthly Bill (at 5,000 gallons usage)	\$30.35	\$93.44

3664  
V  
28.46.000

**FILE COPY**

FAX COVER SHEET - FROM RIVERSIDE ESTATES, RIVERSIDE ACRES &  
SURROUNDING AREA AFFECTED BY AQUA  
MISSOURI'S RATE INCREASE

1-18-08

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

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

RE: QW-2008-0007

Attached letter with signed petitions to oppose Aqua Missouri's rate increase  
ref.: QW-2008-0007.

We would also like to request that all the residents affected by this rate increase  
be notified by mail of any public hearings.

Thank you

Contact person: Charla Whynaucht 417.336-4067

9 pgs including cover

January 14, 2008

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

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

Reference: QW-2008-0007

Dear Office of Public Counsel and the Public Service Commission:

We are responding to your recent notification of a request by Aqua Missouri, Inc. to raise water rates in Riverside Estates by 74.02%. We have a hard time understanding why Aqua Missouri, Inc. needs this rate increase!! Aqua Missouri, Inc. water rates FAR EXCEEDS anyone's rates in this area!!! Their rates have been raised since the last time we received this same kind of letter in August 2006.

Aqua Missouri, Inc.

#### PROPOSED

August 2006

Was \$15.03 first 3000 gal	NOW \$17.88 first 3000 gal	\$31.11 first 3000
+\$3.63/1000 gal thereafter	+\$4.319/1000 gal thereafter	+\$7.516/1000

5000 gallons = \$22.29

5000 gallons = \$26.51

5000 = \$46.14

City of Hollister  
Current rates

\$5.76 first 1000 gal

\$1.78/1000 gal thereafter

5000 gal = \$12.88

City of Branson  
Current Rates

\$4.89 first 2000 gal

+\$1.80/1000 gal thereafter

5000 gal = \$10.29

Taney County  
Water Dist #2

\$8.00 first 1000

\$4.00/1000 for up to 10,000 gal

\$5.00/1000 gal thereafter

5000 gal = \$24.00

We would like to say these charges are way out of line and getting terribly unaffordable!! This company does not need permission to raise rates, THEY NEED DEMANDS TO GET THEIR PRICING MORE IN LINE WITH THE AREA THEY SERVE!!!

We feel we are being gouged!! We feel this company should be forced to lower rates to get their rates to a more usual and customary rate for the area!!

Aqua Missouri, Inc. Customers

See Signature Pages Attached

---

Cc: Jay Nixon, Attorney General, Missouri

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:

Ref: QW-2008-0007

Gary Goff, 129 STERLING WAY HOLLISTER  
~~Rutha Red Patterson~~ 131 Sterling Way Hollister  
 Linda Githen 390 Redbud Lane, Hollister  
 Neil R. Jennings 365 Redbud Ln. Hollister, MO 65672  
 Gwale Jennings " "  
 Robert Viny 420 Red Bud Ln. Hollister MO  
 Chantel Whymant 1716 Foggy River Rd Hollister  
 Carol Roberts 113 Fairlawn Dr. Hollister, MO  
 Kent Roberts 143 Fairlawn Dr Hollister MO.  
 Rob & K 159 Fairlawn Dr Hollister MO  
 Warren & Camp 149 " " "  
 Ed Baach 711 Fairlawn Dr. Hollister MO  
 Brenda Olson 701 Fairlawn Dr Hollister MO 65672.  
 Andrew 575 Fairlawn Dr. Hollister MO 65672  
 Mary Taylor 578 Fairlawn Dr. Hollister MO 65672  
 Robert Tompkins 578 Fairlawn Dr. Hollister MO 65672  
 Ellen 550 FAIRLAWN HOLLISTER  
 Kurt Alkovic 504 FAIRLAWN DR - Hollister  
 D.B. 504 FAIRLAWN DR. - HOLLISTER, MO 65672  
 Karen Matthews 477 Fairlawn Dr Hollister MO 65672  
 Duran Jones 477 FAIRLAWN DR. HOLLISTER MO 65672  
 Diane Vatt 372 Fairlawn Dr Holl. MO 65672  
 Mike Behrman 358 Fairlawn Dr Hollister MO 65672  
 Shelly Behrman 358 Fairlawn Dr. Hollister MO 65672  
 John W Brown 199 Redbud Hollister MO-65672  
 Joan Brown 199 Redbud Ln Hollister MO 65672  
 Andy & Kim 177 Redbud Lane Hollister MO 65672



1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:

Ref: QW-2008-0007

~~Robert R. Murrey~~ 672 Foggy River Rd Hollister Mo 65672  
~~James W. Murrey~~ 672 Foggy River Rd Hollister Mo 65672  
~~Glenn L. Bangma~~ 715 Foggy River Rd. Hollister Mo  
~~M. Bangma~~ 715 Foggy River Rd. Hollister Mo 65672  
~~Ann L. Murrey~~ 406 Foggy River Rd, Hollister, Mo 65672  
~~Tom Murrey~~ 406 Foggy River Rd, Hollister, Mo 65672  
~~Mark L. Murrey~~ 660 Foggy River Rd Hollister Mo 65672  
~~Steve Murrey~~ 730 Foggy River Rd  
~~Paul Murrey~~ 422 Foggy River Rd Hollister Mo 65672  
~~Tom Murrey~~ 422 Foggy River Rd Hollister Mo 65672  
~~Rena L. Allen~~ 515 Foggy River Rd, Hollister, Mo. 65672  
~~Willie L. Allen~~ 515 Foggy River "River" " " " "  
~~Steve C. B.~~ 125 Misty Mtn Rd Hollister Mo 65672  
~~Janice M. Murrey~~ 130 Misty Mtn Rd Hollister 65672  
~~R. Murrey~~ 130 Misty Mtn Rd Hollister Mo 65672  
~~Paula L. Bangma~~ 454 Foggy River Rd Hollister, MO 65672  
~~Emmie Galtch~~ 334 Foggy River Rd Hollister Mo 65672  
~~Laverne S. Galtch~~ 334 Foggy River Rd, Hollister, Mo 65672  
~~Anna Hooper~~ 302 Foggy River Rd Hollister Mo 65672  
~~Jerry Hooper~~ 302 Foggy River Rd Hollister Mo 65672  
~~Debi Barta~~ 318 Foggy River Rd Hollister, MO 65672  
~~Paula Murrey~~ 225 Foggy River Rd - Hollister, Mo. 65672  
~~Michael Murrey~~ 225 Foggy River Rd. Hollister, Mo. 65672  
~~Mary Dickerson~~ 166 Foggy River Rd Hollister, MO 65672  
~~Stephen D. Dickerson~~ 166 Foggy River Rd Hollister Mo 65672  
~~Mark L. Murrey~~ 175 Foggy River Rd Hollister Mo 65672  
~~Charles M. Murrey~~ 135 Foggy River Rd Hollister Mo 65672

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:  
Ref: QW-2008-0007

Wanda H. 177 Redburn Lane Hollister, MO 65272  
Charles Hagan 2031 Poverty Gulch Rd Hollister MO 65672  
Doray Hagan 3031 Poverty Gulch Rd Hollister MO 65672  
Elaine Hagan 3057 Poverty Gulch Rd Hollister MO 65672  
J. Hagan 2997 Poverty Gulch Rd Hollister MO 65672  
Jean Hagan 2925 Poverty Gulch Rd Hollister MO 65672  
Joseph Hagan 2925 Poverty Gulch Rd Hollister MO 65672  
Elizabeth Hagan 371 Iowa Colony Rd Hollister MO 65672  
H. Hagan 111 Timberidge Cir Hollister MO 65672  
Helen Hagan 111 Timberidge Cir Hollister MO 65672  
H. Hagan 131 Timberidge Cir Hollister MO 65672  
Walter V. Scott 2454 Acacia Club Rd 65672  
Luis Rhodes 2470 Acacia Club Rd 65672  
Nancy Rhodes 2470 Acacia Club Rd 65672  
Peter J. Ross 2516 Acacia Club Rd 65672  
Joyce Ross 2516 Acacia Club Rd 65672  
Stephanie Morris 735 Iowa Colony Rd 65672  
Crystal Howell 755 Iowa Colony Rd 65672  
Kasdan 805 Iowa Colony Rd 65672  
Doris Eddy 606 Wisconsin 65672  
Doris Eddy 606 Wisconsin 65672  
Doris Eddy 102 Diamond Hill 65672  
Doris Eddy 102 Diamond Hill 65672  
Ed Eddy 101 Diamond Hill Ct 65672  
Ed Eddy 109 Diamond Hill Ct 65672  
Helen Eddy 476 Fogy River Rd 65672  
Helen Eddy 476 Fogy River Rd 65672

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:

Ref: QW-2008-0007

Riverpoint Condo's	
<del>Sandy Cooper</del>	" "
<del>Alanna Clarks</del>	" " Hollister
<del>Lee Spalding</del>	" " No
#5	" "
Rachelle & John #36	" "
Mark Anderson #18	" "
Paul Horvath #8	" "
George Kurland #12	" "

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:  
 Ref: QW-2008-0007

Sherry Bain 801 Wisconsin Rd Hollister 65672  
 Charles Batten 786 Wisconsin Rd Hollister 65672  
 Cathy Dalton 786 Wisconsin Rd Hollister 65672  
 Samuel Evans 764 Wisconsin Rd Hollister, Mo 65672  
 Mary Sue Evans 764 Wisconsin Rd Hollister, Mo 65672  
 Larry & Ruth 663 Wisconsin Rd Hollister 65672  
 Cindy Luke 663 Wisconsin Rd Hollister 65672  
 Jim Solomon 647 Wisconsin Rd Hollister, Mo 65672  
 Darryl Barger 160 Troy St. Hollister, MO 65672  
 Paul Barger 160 Troy St. Hollister, MO 65672  
 Jean Meyer 261 Groton St. Hollister, Mo 65672  
 Amanda Farley 239 Groton St Hollister, MO 65672  
 Larry Hill 239 Groton St Hollister, Mo 65672  
 Chris / Rose 199 Groton St Hollister Mo  
 Jeff Hill 199 Groton St Hollister  
 Alan St. Peter 180 Groton St Hollister, Mo 65672  
 Deborah Gray 171 Groton St. Hollister, Mo. 65672  
 Ron Gray 171 Groton St. Hollister, Mo. 65672  
 Wylenea Shopper 147 Groton St. Hollister, Mo 65672  
 Ernest Shopper 147 Groton St. Hollister, Mo 65672  
 Dan C Butler 184 Amherst St. Hollister, Mo 65672  
 Rama L Butler 184 Amherst St " "  
 Paul Hill 168 Amherst  
 Katie J Mohr 168 Amherst  
 Ruth J. Casman 2011 Acacia Rd  
 Keith E Casman 2011 Acacia Rd.  
 Richard & Tanya Bass 1889 Acacia Ct. R. J.

1-14-08

Customer response to oppose Aqua Missouri, Inc.'s request to raise their rates:  
Ref: QW-2008-0007

336-6440

Billy Joe Stalder = 440 Fogg River Rd.  
Jim & Ruth Pricey - 295 Fogg River Rd 332-0424  
Nancy L. Anderson 154 Groton St. Hollister MO

FILE COPY

*Wendell and Lynda Wilkinson  
1002 South College  
Pittsburg, Kansas 66762-5606  
Phone 620-231-0978  
Fax 620-232-1147*

January 15, 2008

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

Re: Request #QW-2008-0007

Dear Mr. Mills:


We are writing in response to the request by Aqua/RU (Aqua Missouri) to increase our water rates by 207.89%. This is in addition to the 154% rate increase approximately two years ago in May, 2005. The company states that this rate increase is due to capital improvements and operating expenses. However, we have not seen any changes or improvements other than the cost of water increasing. They have only discussed the study for a new storage tank. In our opinion it does not require a lot of effort or incurred expense to conduct a study to build a storage tank.

Aqua/RU has not provided us with any documentation of operating expenses that would support such a dramatic rate increase. We have been involved with another housing development in Shell Knob and pay a fraction for water compared to Aqua/RU.

It appears that Aqua/RU acquired the water utilities in Lakewood Manor subdivision without proper due diligence and with the hopes of raising rates to offset their investment losses at the expense of the homeowners. Just a few years ago our minimum water bill was \$9.02 per month and with the proposed increase it will multiply to \$53.63 per month. There are no other public or private businesses that have the ability to increase prices at this rate.

We strongly oppose the request of this ludicrous rate increase on the homeowners. We hope that the Public Service Commission will not improve this increase and agree that this request is absurd.

Sincerely,



Wendell L. Wilkinson  
Windsor Drive  
Lakewood Manor  
Shell Knob, Mo.

JAN 22 2008

to when it MAY concern;

I have been a customer of Aqua of Missouri for three years.

When I run water in the bath tub it has a distinct 'Red' color - Red clay? The water closet on the Toilet turns 'Reddish Black'? I have to maintain a filter system to remove foreign material at a cost of \$27<sup>00</sup>/three months.

I know of no fire hydrants or flush valves on any of the water lines. I am told by my neighbor that none of them drink the water because of the "floaties" in the water.

The chlorine burns your eyes when you run water. After a heavy rain the odor gets worse? I have complained to the local employee to no avail.

I have no sympathy for their new acquisitions. If I purchase a house I pay. It behooves you to ensure that I do not make their Bonus a wind fall?

Cordially

Lewis Williams

JAN 14 2008