

Missouri Public Service Commission
Public Comments Report
Aqua Missouri, Inc. C/U
SR-2010-0026

Unique Comments **206**
Duplicate Comments **38**
Total Comments Received **244**

Date : 9/21/2009

Item	First Name	Last Name	City	State	Public Comments	Office	Staff	Resolution
P201007448	Chris	Adams	Wardsville	MO	(jmr) Discussed rate case process with customer, including the general items included in the cost of service for the Jefferson City service area.	PSC	JMR	Discussed with the customer on October 1, 2009.
P201002683	Jolene	Albert	Holts Summit	MO	see attached	PSC	JMR	Letter mailed August 26, 2009.
P201003428	John	Alberts	Holts Summit	MO	See Attached	PSC	JMR	Letter mailed September 1, 2009.
P201008954	Richard	Allen	Jefferson City	MO	see attached	OPC	CB	OPC received the public comment on September 3, 2009.
P201003440	Dee	Allan	Eugene	MO	8/31/09 Dear Public Service Commission, We have received a letter from Aqua mo wanting to increase our water/sewer rates again. I would like to know what upgrades they have done the last year and what improvements are planned in the next few years? My impression the lagoons was at the maximum and a additional system would be needed to allow any more development in Lake Carmel. We are concerned about increasing the rates if you're on a fixed budget. Thank you .	PSC	JMR	Letter mailed September 1, 2009.
P201001323	Douglas	Anderson	Jefferson City	MO	My sewer rates have over doubled since September of 2008 and this request for anothe rate increase is unreasonable. At what point is it just increased profit and not covering rising costs. I feel this is just about profit which in this economic climate is unjustified. Homeownes need to be considered at this point and not the rising profits of a very large corporation. Sincerely, Douglas L. Anderson	PSC	JMR	Letter mailed August 19, 2009.

P201002591	Emily	Antweiler	New Bloomfield	MO	What you guys are proposing is LUDACRIS!!! I mean seriously...have you not thought about the well being of your customers!! When we moved into this house in 2005, we started paying \$22.53 a month and it has nearly TRIPLED since that time!! Come on people give us a break!! Have you not remembered that the majority of the people who are your customers have been affected by the recession too?!?!?!? Just remember that NOT EVERYONE gets yearly raises right now like you obviously are!!!!!!!!!!!!!!!!!!!!	PSC	JMR	Letter mailed September 10, 2009.
P201003044	Chrislyn	Armbruster	Holts Summit	MO	See Attached	PSC	JMR	Letter mailed August 27, 2009.
P201001669	Kimberly	Atnip	Jefferson City	MO	This is in regards to the suggested increase of rates for Aqua Missouri of \$13.08 per month. I am not opposed to an increase, as I believe expenses have probably increased as well, but a \$13.00 increase seems quite excessive. Please reconsider this increase to a more managable amount for all involved.	PSC	JMR	Letter mailed August 19, 2009.
P201001355	Ryan	Austin	Jefferson City	MO	(cid) It is absolutely ridicules that they are wanting to increase our rates to almost \$60 a month for sewer. They are charging this to deal with my gray water because I have a septic tank on my lot. This is unbelievable. I am one billion percent against this increase.	PSC	CLD	Consumer Services discussed with customer on August 17, 2009.
P201001313	Bret	Baker	Jefferson City	MO	Aqua Missouri is now petitioning for yet another rate increase. They have pushed this issue year after year and won a rate increase just over a year ago of over 61%. I am of the opinion that a second rate increase now of an additional 29% is uncalled for and exorbitant. This new price structure will mean and increase of 157% over the rates we were charged when we purchased this house in 2002. This is ridiculous! Our water bill is less than 1/3 of our sewer bill and is based on usage. How can w	PSC	JMR	Letter mailed August 19, 2009.
P201007597	Carol	Beach	Jefferson City	MO	see attached	OPC	CB	OPC received the public comment on September 23, 2009.

P201004570	Paul	Beck	Jefferson City	MO	I am writing in opposition to the rate increase proposed by Aqua Missouri. I think that it is unfair and unwarranted. In 2007 it was \$27.75/month. In 2008 the rates raised to \$44.79/month. Now they are proposing to raise it to \$57.87. The rate will more than double in 2 years for the treatment of sewer. Please consider that at this rate we would be paying over \$100 per month in less than 3 years! So please look at this from the consumer's point of view and please protect us.	PSC	JMR	Letter mailed September 17, 2009.
P201001629	Richard	Bennett	Jefferson City	MO	Ref: sr-2010-0026 To the MPSC: I would like to understand how my Aqua-Mo sewer bill can go from \$22.00 per month 8 months ago to \$44.79 now and then you would allow another increase to \$57.87. What possible justification can they present to the commission that would convince you that a 150%+ increase could be required within one year? I still haven't understood why you would allow a 100% increase last time, DO NOT ALLOW IT TO HAPPEN AGAIN!!! ENOUGH IS ENOUGH PLEASE!!!	PSC	JMR	Letter mailed August 19, 2009.
P201004076	Marvin	Berendzen	Jefferson City	MO	Customer unhappy with rate increase. Says the Commission and the Office of Public Counsel does nothing to stop the company from getting what they want. He is on a fixed income and says it is crazy that we expect the public to pay these fees. Unhappy with the whole process.	PSC	JMR	Discussed with customer on September 9, 2009.
P201003905	Ronald	Berhorst	Holts Summit	MO	When we purchased our home 7 years ago our sewer bill was \$22.00 a month. We have had several increases during this time and now they are wanting to AGAIN raise the rate to \$57.87 a month. This is almost triple the original amount. With the economy as it is, social security did not even get a raise this year. This is unfair and far more than most utility company receive. Our water bill and sewer bill is higher in Holts Summit that it is in Jefferson City. My vote is NO, NO, NO.....	PSC	JMR	Letter mailed September 10, 2009.

P201001957	Paul	Bernskoetter	Jefferson City	MO	(cld) They just got increase 1.5 years ago. The thing is my wife & I are both retired. There ought to be two categories for those who have families and those who don't. The rates are going to drive us out of our home. This needs to be looked at hot in hard. They don't do anything here. They shouldn't be buying out old companies and then charging us for the upgrades.	Both	JMR	Letter mailed August 26, 2009.
P201002037	Glen	Beussink	Jefferson City	MO	My Jefferson City sewer bill ranged between a low of \$12 and high of \$20 for over 1 year while I lived within city limits, but when my wife and I moved less than 2 miles outside the city limits a few months ago and had to switch to Aqua Missouri, it jumped to \$44.70 per month, regardless of usage. Now we receive a notice stating Aqua Missouri is requesting an increase by another \$13.08? This is SCANDALOUS!! Please see my attached file for reasoning as my 500 characters is almost up.	PSC	JMR	Letter mailed August 26, 2009.
P201001720	Arthur	Boeckmann	Jefferson City	MO	Our system has been serving our needs for only a period of less than 5 yrs, and the rates have already taken a considerable raise since than. Initially our monthly rates started off with less than \$24/month, later raised to current price of \$44.79 just 2 yrs ago. Already now we are asked to accept rates of \$57.87 /month. Our system is not that old to justify the increase due to upgrades andor routine maintence or replacement. I consider their reasons fot the request to be unjustified.	PSC	JMR	Letter mailed August 19, 2009.
P201004384	Stan and Carol	Boessen	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201001664	Delbert	Bolten	Jefferson City	MO	(cld) see attached comments (complaint being investigated by CS C201001170)	PSC	JMR	Letter mailed August 19, 2009.

P201002581	Melvin	Bonine	Jefferson	MO	Aqua Missouri tried to get the monthly rate up to 63.48 in 2007 and it was rejected. But they were granted an increase to 44.79. Now they want to get the rate increase to 57.87. Will they eventually get the increases up to the original proposed 63.48. When will the rate increases stop? We feel we are being gouged. What are thy doing with the money they receive now. Is this money being fed to Company Management.			
P201002045	Nell	Bott	Holts Summit	MO	I personally find these prices offensive! I moved to this state from one of the most messed up states and it didn't even have prices like these for sewer. I am extremely upset that I already have to pay \$45 a month and I am on septic. Aqua Source is robbing people blind and allowing them to increase their rates is like a slap in the face and punch in the gut of their customers!!	PSC	JMR	Letter mailed August 26, 2009.
P201001635	Becky	Bowman	Jefferson City	MO	The \$13.08 increase is outrageous. I think that \$57.87/month for sewer alone is out of line. An increase to \$50/month would be more reasonable. Please reconsider.	PSC	JMR	Letter mailed August 19, 2009.
P201004215	Thomas	boyer	Jefferson City	MO	1. Increase too high/not fair for homeowners. The bill insert was poorly written. 2. Subdivision forced to give sewer plant his subdivision built to Aquia, he now feels he has to pay for it again in rates. 3. Why shoud mobil homes and multi-family accounts pay a lower rate? 4. Auditors should look for co fraud, check reported empoyee wages with Economic Security reported wages the co turns in to them.	PSC	JMR	Letter mailed September 15, 2009.
P201004386	Thomas	Boyer	Jefferson City	MO	see attached	Both	JMR	Letter mailed September 15, 2009.
P201007455	Jim	Brocksmith	na	MO	see attached	OPC	CB	OPC received the public comment on September 7, 2009.
P201003061	Paul	Bruce	Jefferson City	MO	See Attached	Both	JMR	Letter mailed August 19, 2009.

P201004307	Kurt	Brumley	Eugene	MO	(cid) I have a letter to their shareholders that states that they have dividend increases. Net income for last year is 98 million which is a 3% increase from 2007. They are out performing the stock market. Since 2003. We are the second smallest state the serve. I dont know what they need the money for because I don't think the have done any improvements in my area. I work for a bank and others that have a municipal utility and only pay \$18. They are making money exceeding the stock market.	Both	CLD	Consumer Services discussed with customer on September 11, 2009.
P201004388	Lela	Bunch	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201003062	Megan	Burch	Jefferson City	MO	See Attached	Both	JMR	Letter mailed August 25, 2009.
P201002927	Harvey	Burnett	Jefferson City	MO	(cid) I just dont want an increase. I dont see them doing much out here.	Both	DS	Please see Staff Investigative Summary attached.
P201003063	Harvey	Burnett	Jefferson City	MO	See Attached	Both	JMR	Letter mailed August 26, 2009.
P201002966	Harvey Virgini	Burnett	Jefferson City	MO	Here we go again!!! Year after year Aqua Mo wants a raise...and may I ask for what? I have seen no changes as far as I can see. How many companies get such a large increase each year....and especially in this time of economic downturn. Look at the price increase since Aqua Mo took over this company. People are without jobs, losing houses, and having a hard time putting food on the table.....but some can just keep digging. All I see this company do is run around in their white pick-ups.	Both	DS	Please see Staff Investigative Summary attached.
P201001933	David	Byrd	Holts Summit	MO	First of all, I am a little annoyed that system upgrades and additions were completed without notifying the paying customers that this was going to happen and an increase in cost could follow. Second, Jefferson City customers (a family of five with a 2500 sq. ft. home and 3 bathrooms) pay much less a month in sewer cost than our sewer bill right now (\$44.79 month). And last, but not least, as far as I know the general public also has "increased operating expenses and declining revenue".	PSC	JMR	Letter mailed August 26, 2009.
P201007457	Connie	Cahalin	Holts Summit	MO	see attached	OPC	CB	OPC received the public comment on September 1, 2009.

P201002576	Jim	Cain	Eugene	MO	No on rate increase! I have been using Aqua since I moved to the Lake Carmel 6 months ago, and have been amazed at the outrageous rates I have already been paying. I have lived in Moniteau, Callaway, and Cole county in the past and have only paid about \$19-\$25 per month for water and sewer. Current water/sewer averages about \$65-\$80 per month (with same # of occupants in all circumstances) Lake Carmel residents have also incurred increased operating and declining revenue for a while now.	PSC	JMR	Letter mailed August 26, 2009.
P201005106	Lynn	Calcote	Jefferson City	MO	I think that the increased rate increase is excessive. The existing rate is already much higher than in any of the seven other states I have lived. This is just wrong. It is not like we can go to another provider and it seems that we have no recourse.	PSC	JMR	Letter mailed September 24, 2009.
P201004390	Ron	Carnell	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201002410	Rita	Chorezniak	Jefferson City	MO	They had a rate increase in the past couple of years. There isn't a need for another rate increase.	PSC	JMR	Letter mailed August 26, 2009.
P201002457	Rita	Chorezniak	Jefferson City	MO	Company just had an increase in sewer charges. There isn't any need for an additional increase.	PSC	JMR	Letter mailed August 26, 2009.
P201004147	Mark	Coleman	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003857	Robert	Collins	Holts Summit	MO	I think Aqua Missouri, Inc. is being ridiculous to ask for a 29.2% increase to upgrade equipment unless this is a one year fee to pay for the equipment. After the equipment is paid for, they just got a 29.2% increase for life. Out sewer rates are already excessively high. The highest by far in my lifetime.	PSC	JMR	Letter mailed September 10, 2009.
P201004676	Ann	Colter	Jefferson City	MO	case number SR-2010-0026 - Aqua MO rate increase. This company received a rate increase a year ago. Their rates increased from \$27.75 to the current rate of \$44.79. My water bill averages \$15.00 a month. How can they ask for another increase?	PSC	JMR	Letter mailed September 17, 2009.
P201003046	Roberta	Coshow	Jefferson City	MO	See Attached	PSC	GB	EMSD is investigating.

P201003802	Laura	Dampf	Jefferson City	MO	I am very upset about the proposed rate increase. In the four years I have lived at this address, the rates will more than have doubled. I do not understand how this increase is warranted. I have been in this same sewer system which is connected to the same neighborhood lagoon, for 25 years. For the first 20 years I lived on Horseshoe Road and paid \$22.00 per month. In the past 5 years, rates have more than doubled, and now they want even more for a lagoon that hasn't changed.	PSC	JMR	Letter mailed September 10, 2009.
P201004071	Eiken	Daniel	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 10, 2009.
P201004108	Linda	Dappen	Holts Summit	MO	Recently I was notified by Aqua Missouri of their intention to increase its annual sewer operating revenue for the Jefferson City area. I must protest this increase based on the following. First rates were just raised a year ago by a substantial amount. Secondly, the subdivision I live in (Hidden Valley Subdivision) GAVE Aqua Missouri our sewer system for NOTHING Our sewer system was very expensive to put in and should be given some kind of break on price This amount of increase is ridiculous	PSC	JMR	Letter mailed September 10, 2009.
P201004806	Karl	Davenport	Jefferson City	MO	(cld) Opposed to this due to the recent rate increase last year. The current rates are about double of what most people pay. If the new rates are given that is roughly 3 times what Jefferson City.	PSC	CLD	Consumer Services discussed with customer on September 17, 2009.
P201001668	Ron	Davenport	Holts Summit	MO	Aqua Missouri just had a recent rate increase (about 50%) with in the last year. This should have been enough to cover operational expense for a long time. I feel this request is unjustified. The new operating cost estimates should have been inclusive to the last rate hike. I would suggest the current utiltiy company stay with it's current rate and find ways to improve a more efficant managment practices.	PSC	JMR	Letter mailed August 19, 2009.

P201001835	Keith	Davis	Jefferson City	MO	In recent years our rates have already risen from about \$22 to over 44\$ per month. I have seen no line replacements in our subdivision; there have been no abandonment of homes- therefore I see no validity to the so-called need for rate increases that Aqua Missouri is requesting. If they need revenue for other systems, let them raise specific rates for individual subdivisions, not across the board.	PSC	JMR	Letter mailed August 26, 2009.
P201007555	David	Dellman	jefferson city	MO	see attached	OPC	CB	OPC received the public comment on September 1, 2009.
P201003373	Brian	Deschu	Eugene	MO	I had to enter the first submission again. I had trouble with the attachment. Please see attached document. I am strongly opposed to the amount of this rate increase request. I hope you are able to ensure our community is treated fairly and if you have questions please contact me. This is regarding both case numbers WR-2010-0027, and SR-2010-0026 with AQUA MO, INC.	PSC	JMR	Letter mailed August 31, 2009.
P201003371	Brian	Deschu	Eugene	MO	Please see attached document. I am strongly opposed to the amount of this rate increase request. I hope you are able to ensure our community is treated fairly and if you have questions please contact me. This is regarding both case numbers WR-2010-0027, and SR-2010-0026 with AQUA MO, INC.	PSC	JMR	Letter mailed August 31, 2009.
P201004209	Carey	Drehle	Jefferson City	MO	(cld) see attached- (attempted to contact company but no contact information was left and a search on whitepages.com was unsuccessful)	PSC	JMR	Letter mailed September 15, 2009.
P201003644	Robert	Eichholz	Taos	MO	see attached	PSC	JMR	Letter mailed September 1, 2009.
P201008928	Daniel	Eiken	Jefferson City	MO	see attached	OPC	CB	OPC received the public comment on September 4, 2009.
P201003124	Gary	Eiken	Jefferson City	MO	(cld) we are extremely upset over this. We just received last year a huge rate increase. They just got over 100% increase. I am wonder what their thinking is. This would be to huge ones in a row. How can they justify these increases?	PSC	CLD	Consumer Services discussed with customer on August 27, 2009.

P201003447	c	engelbrecht	jefferson city	MO	Aqua MO has requested, and been granted, increases for several years in a row. Our rates have more than doubled over this time. Now, they want yet another increase. This is OBSURD! Times are difficult. People do not need to see these types of increases. Aqua MO should go to Washington and ask them for some FREE money instead of taking advantage of the blue collars. I sincerely hope you take this into account, right before you totally, and completely reject this rate hike.	PSC	JMR	Letter mailed September 24, 2009.
P201004679	Robert	Engle	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 17, 2009.
P201003065	Richard	Felleti	Holts Summit	MO	See Attached	Both	JMR	Letter mailed August 25, 2009.
P201001304	Ben	Fischer	Holts Summit	MO	Ok, facts.. 1- Aqua is a very large corporation recording nearly \$627 million in revenue, (and almost \$100 million in income!) and is in the midst of an aggressive expansion while DRASTICALLY increasing rates on Mid-Missouri residents over the last couple years. 3- Why is my Aqua sewer bill 4 times what my water bill is, when this subdivision has its own treatment system that requires virtually no maintenance, and pays Aqua nearly \$30,000/year for mowing the grass around the sewage pit.	PSC	JMR	Letter mailed August 19, 2009.
P201001306	Ben	Fischer	holts summit	MO	Tell me how Aqua is requesting an additional 29.2% rate increase on top of the recent 75%? or so recent increase they got, and if you go on their website, they are bragging about increasing revenues, increasing profits over last year (in the middle of a recession!)	PSC	JMR	Letter mailed August 19, 2009.
P201004392	K	Fischer	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.
P201004391	Sherry	Fischer	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201002456	Rich	Fisher	Jefferson City	MO	File attached	PSC	JMR	Letter mailed August 26, 2009.
P201007751	Richard	Fisher	Jefferson City	MO	Please review attached file	OPC	CB	OPC received the public comment.
P201003426	Larry and Betty	Flatt	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 1, 2009.

P201001328	gerard	forck	jefferson city	MO	We feel our rate is already too high. We are on a 3-stage lagoon that is gravity fed. There are no pumps, electric use, or treatment equipment that I know of, only grass to be cut and fence to be maintained and possibly chemicals added to the lagoons. We are already paying a ridiculous fee as this does not include water usage. Over the cost of the sewage we still have a water bill as many people pay for the sewer and water together in other areas.	PSC	JMR	Letter mailed August 19, 2009.
P201003800	Timothy	Forck	Jefferson City	MO	I am against a rate increase for Aqua Missouri. See attached letter for reason.	PSC	JMR	Letter mailed September 10, 2009.
P201001888	David	Frahm	Jefferson City	MO	I strongly object to the proposed rate increase. How can they need another big increase already? Please be an advocate for us, as we are 'stuck' with Aqua. How do we make sure that they are being run efficiently and successfully, and the rate increases are just making up for poor management? In my subdivision, Aqua only services liquid waste, so I'm frustrated that my rate is the same as all Aqua 'sewer' customers with liquid and solid waste. Thank you.	PSC	JMR	Letter mailed August 26, 2009.
P201003053	Rollan	Garrison	Jefferson City	MO	(cid) Considering it has not been long since the PSC granted the last increase. In such a short time they are wanting almost a 30% increase. With the economy the way it is a company wanting a big raise. When was the last time you knew anyone who got this type of raise. I think what they are wanting for the kind of service they give is ridiculous. We are not getting anything for the money. 29% percent raise is truly ridiculous.	PSC	GB	EMSD has been unable to contact the customer.
P201004278	Matt	Gassen	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.

P201004804	Sue	Gipe	Jefferson City	MO	Doubtfully all protests against the increase in sewer rates will be or have been ignored. Aqua requested and received a substantial increase in rates a year ago. Three years ago when we hooked up, our rate was \$28 and now we pay \$45 per month. Our community cannot afford to continue to pay for increases in sewer rates every year. There are those of us that are retired and cannot afford annual increases in rates. Please do not allow another rate increase so soon!!	PSC	JMR	Letter mailed September 24, 2009.
P201004680	James	Glover	Ozark	MO	see attached	PSC	JMR	Letter mailed September 17, 2009.
P201004393	Posh and Rachelle	Goodwin	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201003048	Cynthia Michael	Gorman	Holts Summit	MO	See Attached	PSC	JMR	Letter mailed August 27, 2009.
P201003911	Vicki	Graham	Jefferson City	MO	Our small house was built in 1974. Our sewer bill was approximately \$22.00 2 years ago. Over 50 houses were built in two subdivisions and were slowly added our small lagoon. It is unfair that my sewer bill already increased to 45 and now maybe57 a month to accomodate these big houses who must use more water. Shouldn't they pay more? Couldn't they make a "grandfather clause," or a sqaure footage clause? We buy small for a reason. Thank you.	PSC	JMR	Letter mailed September 10, 2009.
P201004394	Jeff and Debbie	Green	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201007460	Shirley	Griel	Jefferson City	MO	see attached	OPC	CB	OPC received the public comment on August 17, 2009.
P201004253	Kay	Haaman	Jefferson City	MO	see attached	PSC	JMR	Replied via email September 9, 2009.
P201003830	Tim	Hagenhoff	Jefferson City	MO	He cannot open his windows because of the sewer smell (he lives next to pumps), the smell is constant and sickening. Would support increase if money went toward upgrades, but last time money did not. He knows there are people on the system not receiving bills. He does not support an increase. Feels the company as a whole is inefficient and not customer focused.	PSC	DS	Please see Staff Investigative Summary attached.
P201004070	Brenda	Handy	8519 North	MO	See Attached	PSC	JMR	Letter mailed September 10, 2009.

P201003822	Brenda	Harvey	Jefferson City	MO	I object to any increase by Aqua Mo - last year they increased by over 100% and I feel that this should be enough of an increase for several years. It is ridiculous that they are allowed to increase by such great percentages and then ask for another increase.	PSC	JMR	Letter mailed September 10, 2009.
P201003067	Belinda	Hassler	Jefferson City	MO	See Attached	Both	JMR	Sent email August 19, 2009.
P201002050	Greg	Hayes	Jefferson City	MO	1. No Main Replacements in MO. 2. How are revenues declining, You just passed an increase last year? It wasn't for the entire amount so I guess they figure they would knock on you all again. 3. How do I file with the PSC for a decrease in my service rate. It appears this company always files for an increase, but never a decrease. 4. Why don't you just stand up this time and say, 'NO!' 5. No other local, responsible municipalities are raising their sewer rates during a recession.	PSC	JMR	Letter mailed August 26, 2009.
P201002274	Greg	Hayes	Jeferson City	MO	Its nice to see only one of the local sewer rates that happens to be the highest rate in the state. I chchecked with the City of Fulton who don't charge a flat rate, but it is based on water usage. Now I'm sure Aqua will tell you they can't do that or that is too expencive. The normal bill in Fulton is approximately \$30. NOT \$44.79 nor \$57.87.	PSC	JMR	Letter mailed August 27, 2009.
P201003021	Greg	Hayes	Jefferson City	MO	My normal water bill is approximately \$23 - \$27 a month. I understand that your sewer bill rests slightly above that amount as it does at the current time because you just allowed them to raise my rate last year. To raise my rates 30% is ludicrous. Now we all know this is just an East coast company trying to press their fees on a midwest community. They don't want all 30%, but as long as you give them something they will keep coming back for more. I'm sure if not profitable they will sell.	PSC	JMR	Letter mailed August 26, 2009.

P201003250	Greg	Hayes	Jefferson City	MO	Thanks Mr. Russo for your response letter to my comments. I understand that the rate increase decision is up to our Commission. However I'm also aware that the Commission rules in favor of SOME increase 98% of the time. Again let me state that we just received a sewer increase last year. My normal water bill is only \$25 and my monthly sewer bill is already \$40 or almost double that. I pretreat my solids in my system that supplies a minimal load to our overall treatment system.	PSC	JMR	Letter mailed August 26, 2009.
P201003462	Jessica	Hays	Holts Summit	MO	I have been paying residential sewer fees for approximately 3 years. When I first started receiving sewer services - by bill was about \$27.75 and the rose drastically to \$44.79 - which is a very large increase in rates for the same services. Now, yet another proposed increase to \$57.87. This is nearly a 50% increase in a very short period of time. I understand economic times are tough for businesses and they are equally tough for families as well. Who can we pass our burdens on to?	PSC	JMR	Letter mailed September 1, 2009.
P201004219	Mandy	Henry	Jefferson City	MO	(cid) see attached-	PSC	JMR	Letter mailed September 15, 2009.
P201008887	Grande	Highland	Jefferson City	MO	See Attached Petition from the residents of Grande Highland Estates	PSC	JMR	Petition from residents of Grande Highland Estates.
P201002673	Sydney	Hime	Jefferson City	MO	(cid) They just had over 200% percent. I am opposed because they just had an increase. Thy have not improved their services. I don't have any other choice where I live for sewer service.	PSC	CLD	Consumer Services discussed with customer on August 24, 2009.
P201004255	Donald	Hirsch	Jefferson City	MO	see attached	PSC	JMR	Replied via email September 9, 2009.
P201003049	Taryn	Hodge	Holts Summit	MO	See Attached	PSC	JMR	Letter mailed August 27, 2009.
P201004207	Bruce	Hoecker	Jefferson City	MO	The rate increase that Aqua Missouri is asking for in Vanloo subdivision (Wardsville) seems to be to cover the cost of new construction which is for future expansion of the subdivision, but the cost is being passed on to the current user of the system which is wrong. This should be covered by the new accounts it is being built for. Bruce H.	PSC	JMR	Letter mailed September 15, 2009.

P201003448	Pam	Hoelscher	jefferson city	MO	see attached	Both	JMR	Sent email September 1, 2009.
P201007462	Les	Hogue	Jefferson City	MO	see attached	OPC	CB	OPC received the public comment.
P201003070	Eric	Holzer	Holts Summit	MO	See Attached	Both	DS	Please see Staff Investigative Summary attached.
P201003068	Curt	Horn	Jefferson City	MO	See Attached	Both	JMR	Letter mailed August 25, 2009.
P201004065	James	Howard	Jefferson City	MO	Filing #SR-2010-0026 Aqua Missouri was just granted a 60% increase in Oct. 2008. The fence which we constructed around our treatment plant was in perfect condition. Aqua Missouri took it down and built a colored fence around the treatment plant at a great expense. The treatment plant is down behind the dam and can not be seen unless your on the dam looking down. The new fence was a great waste of money which we the customer will pay for in rate increases.	PSC	JMR	Discussed with Mr. Howard and Company on October 8, 2009. Company agreed to put Mr. Howard on a list for septic tank clean out.
P201004082	James	Howard	Jefferson City	MO	(cld) see attached	PSC	JMR	Discussed with Mr. Howard and Company on October 8, 2009.
P201004675	James	Howard	Jefferson City	MO	See complaint C201002114 filed 9/16/09. Since customers have been paying to have their own septic tanks pumped, when in tariff sheet SR-5 shows the Company should pump it for \$65, (& Company is now trying to remove this tariff), Company has already been getting/keeping more money than it should have.	PSC	JMR	Discussed with Mr. Howard and Company on October 8, 2009. Company agreed to put Mr. Howard on a list for septic tank clean out.
P201003430	Dana	Huff	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 1, 2009.
P201001330	russ	huhmann	jefferson city	MO	see attached	PSC	JMR	Letter mailed August 19, 2009.
P201001423	Michael	Irwin	Holts Summit	MO	See attached	PSC	DS	Please see Staff Investigative Summary attached.
P201001437	Michael	Irwin	Holts Summit	MO	See attached	PSC	DS	Please see Staff Investigative Summary attached.
P201002324	Robert	Irwin	Jefferson City	MO	He is against rate increase. PSC approves all rate requests. The rates were increased not very long ago. They shouldn't need another increase. They also have poor customer service.	PSC	GB	Please see EMSD Staff Investigative Summary attached.
P201001826	Grey	Jackson	Holts Summit	MO	This is INSANE! we just had a rate increase from these guys less than a year ago for the same reason. There inability to budget is not the consumer's problem. NO ON SECOND RATE INCREASE!!!!!!!!!!!!!!!!!!!!!!	Both	JMR	Letter mailed August 26, 2009.

P201003750	Steve	Jaegers	Holts Summit	MO	What Aqua Missouri, Inc is proposing is outrageous! They just increased our rates 44% last year on our sewer bill, and now they want another 29.2% increase on top of that! That's an almost 75% increase in less than 2 years! Imagine if all your bills increased like that while your pay stays the same. You can't tell me there costs have went up 75% in 2 years. I think this is too much. The Missouri Public Service needs to stop this now.	PSC	JMR	Letter mailed September 10, 2009.
P201004395	Clint and Fariba	Keeran	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201004378	Douglas	Kehr	Jefferson City	MO	see attached	Both	JMR	Replied via email September 14, 2009.
P201004379	Douglas	Kehr	Jefferson City	MO	see attached	PSC	JMR	Replied via email September 14, 2009.
P201004256	Keith	Kempker	Holts Summit	MO	see attached	PSC	DS	Please see Staff Investigative Summary attached.
P201001839	Cindy	Kliethermes	Jefferson	MO	DO NOT RAISE OUR SEWER RATES. It is already extremely expensive. Most months my sewer bill is higher than my water bill. I think its an outrage!!!	PSC	JMR	Letter mailed August 26, 2009.
P201002589	Twyla	Kliethermes	Holts Summit	MO	Aqua Missouri Inc is the biggest ripoff - they have doubled their rates withing the past year already and are now trying to raise them again. The rate increase should not be allowed again. The flat rate for residential is too expense as it is!	PSC	JMR	Letter mailed August 26, 2009.
P201004028	Gregory	Koetting	Jefferson City	MO	I feel that the proposed rate increase by Aqua is excessive. The flat rate-residential increase of \$13.08 equals to 29.2%. I understand that capital improvement might occasionally require an increase up to 10%, but to add 29% all at once is too much. I've lived all over Missouri & what I pay now for Sewer is easily the highest. Montgomery City combined sewer & water, and the highest bill I received was similar to what I pay here regularly (& water bills here are only \$12). Please disallow	PSC	JMR	Letter mailed September 10, 2009.

P201004030	Sherlyn	Koetting	Jefferson City	MO	Aqua's proposed sewer rate increase is extreme. I understand the need for periodic increases as costs rise, but 29% is over and above what is necessary for Aqua to operate and receive a profit. Please do not allow this rate increase.	PSC	JMR	Letter mailed September 10, 2009.
P201002005	Wendy	Kraus	Jefferson City	MO	We had a large increase last year (\$17) that was to cover the same issues that are stated for this increase. A \$30 rate increase over a two year period is outlandish. I would like to see a public forum held to discuss this. I feel this is simply another bailout for mismanagment and unaccountability.	PSC	JMR	Letter mailed August 26, 2009.
P201004206	Cynthia	Krieger	Jefferson City	MO	I am extremely concerned about the proposed increase in sewer for customers in Cole County. They have provided my service for the past 10 years and it started out at 22.00 per month, then increased last year to \$44.79 per month and now they are requesting an increase to \$57.87. This is way to much, please say no to their request! Their profit is currently at 19%!	PSC	JMR	Letter mailed September 15, 2009.
P201004309	Sophia	Kroll	Jefferson City	MO	See attachment	PSC	JMR	Letter mailed September 24, 2009.
P201001640	Bill	Kuensting	Jefferson City	MO	(cld) They just went in for a rate increase a year ago. They are going above and beyond was fair. The price of everything is going up but this is not reasonable. The rate increase doubled our rates and I have not seen any improvements. I hope the PSC can see in their wisdom about what is needed. The consumer is the one on the short end of the stick. We have no recourse because we cannot raise our rates to anyone to get our money back. I don't know what the justification is for another increase.	PSC	CLD	Consumer Services discussed with customer on August 18, 2009.
P201004681	Thomas	Kulp	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 17, 2009.

P201003427	Frank	Kutch	Jefferson city	MO	Two years ago, Aqua Missouri were granted a 61% increase to cover system upgrades, increased operating expenses, and or capitol improvements. I refuse to believe that the last increase in revenue has been exhausted to the point there isn't enough revenue for system upgrades and operating expenses. This request should be denied until Aqua Missouri and any other parties involved, submits to us (citizens of Missouri) their customers a more detailed explanation why this request is needed.	PSC	JMR	Letter mailed September 1, 2009.
P201001312	Joe	LaBella	Holts Summit	MO	This company just had a rate increse a year or two ago which doubled the amount of the service fee. I was of the understanding, this increase was to account for systems upgrading and water treatment equipment. Check to see if the operating expense increase is a result of pay raises for company employees.	PSC	JMR	Letter mailed August 19, 2009.
P201004682	Tom	Lauf	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 17, 2009.
P201001626	Dorothy	Lauten	Jefferson City	MO	I am opposed to another increase on top of my monthly rate already doubling in what seems like the last year. I wish that they would go by actual usage and not a flat rate. I am a single, elderly person and I'm paying the same rate as a family with children!	PSC	JMR	Letter mailed August 19, 2009.
P201003816	Joseph	Laux	Jefferson City	MO	In reference to the Aqua Missouri rate request, I believe current rates are far above those of surrounding communities. The request should be denied. If Aqua Missouri cannot operate more efficiently at rates similar to other providers then perhaps their service territory should be given to a more efficient company.	PSC	JMR	Letter mailed September 10, 2009.
P201003431	Richard	Lawrence	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 1, 2009.
P201004067	James	Lea	Eugene	MO	See Attached	PSC	JMR	Letter mailed September 10, 2009.

P201001309	Gary	Lehman	Jefferson City	MO	Hello, we recently received a notice from Aqua Mo saying our sewer rates will be increasing 13.08 from 44.79 to 57.87. We moved to Wardsville from inside the Jefferson City city limits last year. Our sewer bill in Jefferson City was only around \$15. We are already paying 3 times as much. Furthermore, we talked to our neighbors and they said Aqua Mo increased their rates last year from some where around \$27 to where it is now. They are doubling their rates in 1 year.	PSC	JMR	Letter mailed August 19, 2009.
P201003071	Gary	Lehman	Wardsville	MO	See Attached	Both	JMR	Letter mailed August 19, 2009.
P201003239	James	Linhardt	Jefferson City	MO	(cld) see attached	Both	DS	Please see Staff Investigative Summary attached.
P201001823	Lisa	Loftis	Jefferson City	MO	A year ago Aqua was granted a significant increase in sewer rates (from \$27.75 to \$44.79). Last year's rate increase was requested for many of the same reasons as the current increase request. Why was the rate increase granted last year not sufficient? How have the additional funds from last year's increase been used? Considering that my subdivision has a lagoon, the rate increase is unjustified. We don't require upgrades to wastewater treatment equipment or the addition of chlor.	PSC	JMR	Letter mailed August 19, 2009.
P201003733	Carla	Love	Eugene	MO	See attached letter with concerns	PSC	JMR	Letter mailed September 9, 2009.
P201004279	Jerry	Martin	Jefferson City	MO	See Attached	Both	JMR	Letter mailed August 26, 2009.
P201003258	John	Martin	Jefferson City	MO	(cld) NO.	PSC	JMR	Letter mailed September 10, 2009.
P201004072	John	Martin	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 10, 2009.
P201004025	Deb	Mattern	New Bloomfield	MO	Case Number SR-2-10-0026, Rate Increase for AQUA Missouri, Inc. customers. First of all, I have never seen any indication of system upgrades or work at our treatment area, so let's see some proof of upgrades. Second, every home in our subdivision is occupied, so why would there be a decrease in revenue? I strongly oppose the increase, as I've checked with Lake Mykee residents and they only pay \$40 a month and when I lived in Holts Summit I paid \$18 a month. Second increase in less than a yr.	PSC	JMR	Letter mailed September 10, 2009.

P201003243	Duane	Mauzy	Holts Summit	MO	I oppose the increase for our sewer. In my subdivision the only thing that Aqua Missouri takes care of gray water and not the sludge. My neighbors and Myself have to take care of our own septic tanks. I would like to know what Aqua Missouri does in our neiborhood before I feel that we should get an increase. When I moved into this neighborhood the rate was 25.00 a month and it has increase since 2003. I should not have to pay for other communities. This is a small community only 25 homes.	PSC	JMR	Letter mailed August 31, 2009.
P201002273	Steve	May	NEW BLOOMFIELD	MO	I believe that this request for rate increase is inappropriate. Reading the other comments, it sounds like the same story. I would like to see a public meeting on this issue. I believe there was such a meeting for the last increase which I did not receive notice of until the day after the meeting. It would appear that Aqua MO has a track record of mismanaging there costumers. Why do mobile homes get a better rate? I can't figure that out.	PSC	JMR	Letter mailed August 26, 2009.
P201003269	Jody	McAleer	Jefferson City	MO	Moved here 2 years ago; sewer bill was approx.\$30. Now Company wants to raise it to \$60. Why are customer paying proposed rate increase when subdivision was originally built, the Company would not even fund the sewer lines. Charging for waste-water improvements may never see benefits of. What exact improvements have been made & what is potential customer benefit?	PSC	JMR	Letter mailed August 31, 2009.
P201003251	Charles	McConnell	Jefferson City, Mo	MO	I am not in favor of a \$13.08 monthly rate increase to counter balance a one time annual expenditure of \$200,000, simply because this rate increase will be infinite and capital spending for a business is typical cash out flows in dealing with technilogical and environmental changes. This issue could be financed and amortized over a modest term would result in less of a need for a rate charge. This a publically traded utility company and earned nearly \$100.0 million last fiscal year, up 3.1%.	PSC	JMR	Letter mailed August 31, 2009.

P201002158	Donna	McCulloch	Holts Summit	MO	I have lived in my townhouse,1 person, for 13 months, travel a lot with my job, with a water bill that rarely exceeds \$9.50 per month, and this is the second huge rate increase proposed in those 13 months. This is a new treatment plant for a new subdivision with 8 families living within -- there certainly can't be any updates necessary -- so how in the world can you possibly consider allowing this to happen?! It has almost doubled! This is unfair and atrocious! - Case #SR-2010-0026	PSC	JMR	Letter mailed August 26, 2009.
P201001505	Kathy	McGhee	Jefferson City	MO	Aqua Missouri just received a rate increase a few months ago - from \$27.75 to \$44.79 per month. They didn't get what they asked for then so now they are trying to get a second increase within a matter of a few months. I don't think that is fair to the customers. I hope the PSC will deny their request! Thanks.	PSC	JMR	Letter mailed August 19, 2009.
P201003176	Donald	McGinnitey	Jefferson City	MO	The request for increase is unreasonable with todays economic climate. Effective November-2008 an increase of 38.04% was applied. Now just ten months, (10) later, another request for an additional increase of 22.6%. If approved, over a period of Twenty Seven, (27) months the service charges have increased 52.9%. Not realistic for the residents of this community. A review of this company's operation needs to be investigated before any cosideration of rate increase is allowed.	PSC	JMR	Letter mailed August 31, 2009.
P201001326	ruby	McPherson	jefferson city	MO	This company just raised their rate this year??? Now they want to raise it \$13 more amonth?? What we can't understand how a sewer bill can be more than our water bill??? Our water bill average \$30 a month!! If your water bill is this there's no way we had more sewer use for the month??? Matter a fact I am pretty sure our bath, washer, showers, and sinks don't even go through the sewer!??? There's alot of miss management of funds or you need a new bookkeeper!!	PSC	JMR	Letter mailed August 19, 2009.
P201004259	Donna	Melcher	Jefferson City	MO	see attached	Both	JMR	Replied via email September 9, 2009.
P201003072	Pat	Mergen	Jefferson City	MO	See Attached	Both	JMR	Letter mailed August 25, 2009.

P201003948	Russell	Mertz	Jefferson City	MO	Aqua Missouri, Inc.'s request to raise rates again is ridiculous. I have lived at 3407 Sycamore Lane for 2 years now, my rate started out at more than \$27, last year your commission allowed them to raise the rate over \$17 a month. Now they want to raise it another \$13.08? First of all I am single and live by myself in my house, there is no way I should even pay \$27 a month. How am I suppose to pay these outrageous rates? Maybe your commission should do the right thing and at least deny the	PSC	JMR	Letter mailed September 10, 2009.
P201004277	Marlis	Meyer	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.
P201004396	Ahmad and Glenda	Meysami	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201004374	Parinaz	Meysami	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.
P201003083	Jack	Miller	Jefferson City	MO	(cid) They are the poorest damn service I have ever had. I think they ought to cut their rates instead of raise them or kick them out of the country. I am closing them.	PSC	CLD	Consumer Services discussed with customer on August 26, 2009.
P201001300	Susan	Miller	Holts Summit	MO	I believe the increase requested by Aqua MO is ridiculous! In 9/08 my bill was \$27.75, in 10/08 it increased to \$39.92, in 11/08 it increased to \$44.79. The increase from \$27.75 to \$44.79 was uncalled for and now they want to increase it again to \$57.87??? That is over double the original bill! I live on a fixed income and my salary does not increase so how am I supposed to meet the excessive increase in the monthly sewer bill? Thank you for listening to my complaint.	PSC	JMR	Letter mailed August 19, 2009.
P201002391	mitzi	morris	jefferson city	MO	I just received a notice that my sewer company, Aqua MO, is again requesting a rate increase. This is a real shock to me. They just received an increase from \$27.75 to \$44.79 last year. This was a huge increase and now they want to increase it to \$57.67!!!! That is almost \$60 a month that we would pay just for sewer. This just seems to make no sense. The increase last year was huge and now they want more. Please take a careful look at this and deny this increase.	PSC	JMR	Letter mailed August 26, 2009.

P201004276	Shawn	Muenks	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.
P201004134	Christina	Neff	Jefferson City	MO	(cld) We do not want a rate increase. Many people out there are 1 or 2 people in home. Not a lot of people so very low usage. The rate should not be higher because the homes are more expensive.	PSC	CLD	Consumer Services discussed with customer on September 9, 2009.
P201004397	Albert	Nichols	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201003909	Angie	Norris	Jefferson City	MO	The rate was just raised last year and aqua mo is not doing anything more to keep odor down even when a complaint is made. I have called and complained several times in the last 6-8 months and their customer service is awful, the service techs that come to check the problem ofcourse never find a problem. I finally called Department of Natural Resources and made a complaint against them and they where supposed to check and make sure that their facility in my area was up to par. I VOTENO INCREASE	PSC	DS	Please see Staff Investigative Summary attached.
P201004382	Richard	Nowack	Holts Summit	MO	see attached	Both	JMR	Replied via email September 14, 2009.
P201004019	Catina	Nutter	Jefferson City	MO	I have comments regarding the recent proposed rate increase for Aqua Sewer, reference # SR-2010-0026. Over 2 years, I have FREQUENTLY called & complained about the awful smell coming from our lagoon. I receive no call back, however, when I call to see if anything has been done their answer is always the same, "We had a guy go check on it & all the defibulators are working." Nothing has ever been done to try to FIX the problem, just take our money.	PSC	DS	Please see Staff Investigative Summary attached.
P201004251	Catina	Nutter	Jefferson City	MO	see attached	Both	DS	Please see Staff Investigative Summary attached.
P201007485	Ken	Oidtman	Wardsville	MO	see attached	OPC	CB	OPC received the public comment on August 17, 2009.
P201004079	Emil Jr	Ortmeyer	Jefferson City	MO	(cld) see attached comments-	PSC	CLD	Consumer Services discussed with customer on September 9, 2009.

P201001532	Joanie	Payne	Jefferson City	MO	Would like to make a comment in objection to proposed sewer rates. Our home is for two people only and currently we do not get the service as in most sewer systems. Many homes in our subdivision are on septic tanks with the water run off going to the sewer line only. The smell is unbearable at times as the pumping station sets in a lower level behind many homes. We paid a rate increase in the past two years and have not seen any better service since that time either. Our vote would be "NO".	PSC	DS	Please see Staff Investigative Summary attached.
P201004262	Stephanie	Pettitt	Holts Summit	MO	see attached	Both	JMR	Replied via email September 10, 2009.
P201004385	Jamie	Pitzen	New Bloomfield	MO	see attached	Both	DS	Left a message stating the Ryans Lake system is a recirculating sand filter and is a lake behind their house and not a lagoon.
P201001597	David	Pleues	Jefferson City	MO	Aqua MO doesn't take care of their business and shouldn't be granted another increase. The last increase was over 60% and they had another increase a couple of years ago. They are very difficult to deal with when you talk to them.	PSC	GB	EMSD has been unable to contact the customer.
P201004023	Ralph	Poettgen	Jefferson City	MO	SR-2010-0026 Since September 2007 our monthly rate went from \$21.28 to \$44.79. That is a 110% increase in 2 years. Now they want to raise it another 29%. How can a \$200,000 upgrade justify a \$284,300 annual increase? The increase will more than pay for the upgrade within the first year. Sounds like a nice profit for subsequent years. Please do not approve the rate increase.	PSC	JMR	Letter mailed September 10, 2009.
P201004398	Gary & Kathy	Poff	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201002692	James	Priest	Jefferson City	MO	see attached	PSC	JMR	Letter mailed August 26, 2009.
P201004399	Arla	Qualls	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.

P201003912	Patricia	Rackers	Jefferson City	MO	I am appalled that AquaMissouri is petitioning to increase our sewer rates AGAIN. This is at least the third time in the approximately 5 years we have had there services. When we tied into a new system our fees were \$22 per month. Then about 2 years ago our rates increased to \$45 per month. There was no upgrade direct improvement to our sewer service. And now they are asking for another \$13 increase. I truly feel like I have no control here and are forced to pay more. Were does it stop	PSC	JMR	Letter mailed September 10, 2009.
P201003365	Daniel	Ramsay	Holts Summit	MO	The rate increase requested by Aqua Missouri should not be granted. Our subdivision, Big Sky should at least be exempt. they are asking to raise our rate to \$57. a month!. We at Big Sky have our own septic tanks, pumps and sewer lines that we own and maintain. Aqua Mo. just takes and treats waste water!. The company was just granted a rate increase a year ago. The company is grossly mismanaged. Their record keeping and billing are poor, the 'Initial customer notice' was written by a child .	PSC	JMR	Staff is following up on the public comments.
P201003352	Jerry	Renfro	Holts Summit	MO	As a retired couple this increase in rates will make it harder to make it . I have not seen anything in my subdivision that shows the need for an increase. If this increase is to help another community why should our subdivision pay for them? Can Aqua MO give us a detailed list of what they do for our subdivision. They only take care of gray water no sludge, we take care of that.	PSC	JMR	Letter mailed August 31, 2009.
P201004223	Ron	Rockwood	Jefferson City	MO	Outrageous and offensive is the only way to describe this situation. Aqua Missouri was granted a rate increase over of over 60% last year, and now they want to increase our rates again to \$57.87? This stings even more for my family as they only handle grey water. How can this possibly be justified? Our water bill is less than half of their proposed increase. Our sewer bill is now our most expensive utility. How sad is that? PSC needs to hold a public meeting so we can be heard!!	PSC	JMR	Letter mailed September 15, 2009.
P201003429	Carl	Roettgen	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 1, 2009.

P201004024	Stacey	Ross	New Bloomfield	MO	This is outrageous. I have doubts about the upgrades and am concerned about the declining revenues over the past two years because every house is now occupied and has been for the past several months. Not to mention a rate increase just went into effect this past November. If Aqua Missouri is not collecting their revenues from every resident, that is not MY problem. I strongly disagree with this request!!	PSC	JMR	Letter mailed September 10, 2009.
P201004266	Stacey	Ross	New Bloomfield	MO	see attached	PSC	JMR	Letter mailed September 10, 2009.
P201004225	Rebecca	Rucker	Jefferson City	MO	I have several concerns about Aqua Missouri's proposed rate increase. s \$58 month reasonable for a 1 or 2 person family? his company is spending money extravagantly and expecting rate payers to pay for it. I hope the PSC will not allow this to happen again (the received a 67% increase Sept 2008). Attached is a summary of issues I have.I would appreciate if you could respond to my questionstake them into consideration when decision whether this company needs an increase.	Both	JMR	Letter mailed September 15, 2009.
P201004268	Seth	Rudroff	Jefferson City	MO	see attached	Both	DS	Spoke with the customer on September 29, 2009, about the small rate case procedure.
P201001583	Annette	Rule	Lohman	MO	(cid) I don't want them to win anything on this rate case. I think it should be investigated. I just don't see how they could be able to charge such outrageous amounts. This is a new home and the first bills were around \$27. Then in the Spring it raised to \$44. I don't think it is. We have a purification plant so we pay this outrageous amount for them to take the gray water. I think it needs to be cut back down.	Both	JMR	Letter mailed August 19, 2009.
P201003050	William & Annette	Rule	Lohman	MO	See Attached	Both	JMR	Letter mailed August 27, 2009.
P201002575	Christy	Satterfield	Holts Summit	MO	I would like to know why there is another rate increase with AQUA MO after last year's significant rate increase and how I'm paying 2 1/2 times the amount I pay in my water bill for sewer. Please explain your theory behind this. I pay more for sewer than for fresh clean water?	PSC	JMR	Letter mailed August 26, 2009.

P201003378	Susan	Schauffler	Holts Summit	MO	Dear Sirs, I am very disturbed by the request of Aqua Missouri, Inc. for yet another rate increase. I reference case # SR-2010-0026. We have had sewer service with them for five years and this is the third request in that time. If they are allowed this increase we will actively persue installing our own septic system and disconnecting from their service. The proposed increase is just too much. Sincerly, Mrs. Susan Schauffler	PSC	JMR	Letter mailed September 1, 2009.
P201004078	Dan	Schepers	Lohman	MO	This is ridiculous. This is the second or third increase in the past couple years. We bought this land and built this house ONLY because we had the affordable sewer system. We would have never built here if we new that it would end up repeatedly having our rate increased. There is something not right with this and I hope you will do your job and stop allowing these increases. Would you buy a house when you had to pay \$57.87 just for sewer service? Knowing it will just keep going up!!!!	PSC	JMR	Letter mailed September 10, 2009.
P201003126	Miriam	Schepers	Jefferson City	MO	I don't feel that this rate increase for case SR-2010-0026. We have received multiple rate increases by this company over the last ten years. some of this is just cost of doing business.	PSC	JMR	Letter mailed August 31, 2009.
P201001327	Stanley	Schepers	Holts Summit	MO	I am opposed to the rate increase referred to in the August 11, 2009 correspondence I received. We have our own sewer system in our subdivision and it is only 6 years old. We resent having to foot the bill for Jefferson City's failing sewer system. Our fee was increased last year. We are located 6-8 miles from Jefferson City. Please consider omitting Hunter's Creek Subdivision from this proposed increase.	PSC	JMR	Letter mailed August 19, 2009.
P201002598	Kirk	Schmidt	Jefferson City	MO	See attachment	PSC	GB	Please see EMSD Staff Investigative Summary attached.
P201004027	Kirk	Schmidt	Jefferson City	MO	I sent this comment previously but don't think I received an acknowledgement so I am sending again. See attached	PSC	GB	Please see EMSD Staff Investigative Summary attached.
P201007563	David	Schrimpf	Jefferson City	MO	see attached	OPC	CB	OPC received the public comment on September 11, 2009.

P201001311	RONALD	SCHUMAN	HOLTS SUMMIT	MO	IF THIS INCREASE GOES THROUGH THIS WILL BE OVER A 100% INCREASE IN THE SPAN OF JUST A FEW YEARS. ALL THEY DO IS MAINTAIN A LAGOON. I WISH MY PAYCHECK HAD GROWN BY THAT SAME RATE	PSC	JMR	Letter mailed August 19, 2009.
P201002592	Gilbert	Schwartz	Jefferson City	MO	In 2008 Aqua of Missouri requested a 61.4% increase in their sewer rates, this was approved by Missouri public service commission. Now, aqua of Missouri is requesting another 29.2% increase in their rates. These increases are without merit. Who pays Missouri public service commission salaries, that taxpayers are the public utilities?	PSC	JMR	Letter mailed August 26, 2009.
P201003127	Jason	Schwartz	Jefferson City	MO	See attached	Both	JMR	Letter mailed August 27, 2009.
P201004400	Elaine	Short	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201004275	Carlos	Skelton	Not Provided	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.
P201003454	Janice	Smith	Jefferson City	MO	(cld) I just want you to vote no. It is to much.	PSC	CLD	Consumer Services discussed with customer on September 1, 2009.
P201003078	Cathy	Snodgrass	Jefferson City	MO	See Attached	Both	JMR	Letter mailed August 19, 2009.
P201003129	Don	Sonderegger	n a	MO	see attached	PSC	JMR	Letter mailed August 27, 2009.
P201003915	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003916	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003917	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003918	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003919	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003920	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003921	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003922	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003923	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003924	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003925	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003926	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201003927	DeWayne	Sprenger	Jefferson City	MO	Please see attachment	PSC	JMR	Letter mailed September 10, 2009.
P201008939	Ed	Storey	Jefferson City	MO	see attached	OPC	CB	OPC received the public comment.
P201004272	Tom	Storey	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.

P201001827	sonya	story	Holts Summit	MO	What? you have got to be joking!!! We just had a rate increase and our sewer bill is currently 4 times the cost of our H2O bill. I am unemployeed and having difficulty finding a job. I am also a full time student, struggling with tuition cost. I have to budget my money tightly and so should the sewer company. Their inability to budget is of no fault of mine, why should i have to pay the penalty? NO,NO, NO, NO to the RATE INCREASE!!!!!!!!!!!!!!!!!!!!!!	PSC	JMR	Letter mailed September 24, 2009.
P201003079	Kristy	Strope	Jefferson City	MO	See Attached	Both	DS	Please see Staff Investigative Summary attached.
P201001822	Cliff	Sutherland	Holts Summit	MO	See attachment.	Both	JMR	Letter mailed August 19, 2009.
P201003080	Cliff	Sutherland	Holts Summit	MO	See Attached	Both	JMR	Letter mailed August 27, 2009.
P201003089	Cliff	Sutherland	Holts Summit	MO	If Aqua expects their customers to replenish declining revenue, subsidize their "increased operating costs," and pay for unplanned infrastructure expenses with a nearly 30% increase rate increase, Aqua must be one of the most poorly managed companies in the world and should be penalized, not rewarded, by the PSC for their incompetence.	PSC	JMR	Letter mailed August 27, 2009.
P201001506	Shantell	Taylor	Jefferson City	MO	The proposed rate increase is too much. The monthly rate went from \$25.75 to \$44.79 within the last 3 years and now they want to raise it another \$13.00. If this passes the rate will have doubled in the last three years. No other service doubles the cost in a three year time frame.	PSC	JMR	Letter mailed August 19, 2009.
P201001825	Steve	Taylor	New Bloomfield	MO	In the Aqua notice to customers they state reasons for \$200,000 increase. Then request rate increase for \$284,300. Why the disparity? Also, sewer use between a family in a residential unit should be the same for mobile homes. Same # of people, equal usage, equal billing.	PSC	JMR	Letter mailed August 19, 2009.
P201003457	David	Tellman	Jefferson City	MO	(cld) I think the another rate hike is obscene and unnecessary. I do not believe that it is not all necessary. I think that the PSC is working for the businesses and not the public as their name implies.	PSC	CLD	Consumer Services discussed with customer on September 1, 2009.

P201001324	John	Tellman	Jefferson	MO	Please do not allow another increase by this utility. After them recently getting a substantial increase that put our sewage monthly charge through the roof. This is totally unacceptable. I suggest that this company use the profits from it's last increase to fund the upgrades needed. Already \$45 monthly for a Lagoon. Jeff citizens do not have to pay this I am sure for a better system. Are you here to protect the consumer or the utility? Is everything about GREED?	PSC	JMR	Letter mailed August 19, 2009.
P201003081	Brad	Tennesen	Holts Summit	MO	See Attached	Both	JMR	Letter mailed August 19, 2009.
P201001321	Jaclyn	Thessen	Jefferson City	MO	Our sewer rates increased 61.4% (from \$27.75 to 44.79), effective Sept 2008. That increase was outrageous and very difficult to handle on a tight budget. Now, they are proposing yet another increase of 29.2% (\$44.79 to 57.87). This is absolutely outrageous. It is one thing to change rates on a service that a consumer has a choice in whether they subscribe to a specific vendor, but it is completely unacceptable to raise rates so high when we dont have a choice in vendors. I strongly oppose!	PSC	JMR	Letter mailed August 19, 2009.
P201004401	Jason and Jennifer	Thompson	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201002411	John	Timbers	Jefferson City	MO	Case # SR-2010-0026 As a concerned citizen I can't understand why I pay the same as a commercial business. There is no way I use 7000 gallons per month. I live in a small residential house and feel no rate hike is necessary. Please stand up for the voters of Jefferson City and put an end to these rate hikes. People living on a fixed income can't make it. Ameren UE wants one too! Whens it going to stop? Please dont allow the rate hike.	PSC	JMR	Letter mailed August 26, 2009.
P201004073	Wiley	Tracy	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 10, 2009.
P201002566	Charles	Trail	Jefferson City	MO	The current rate for sewer service with Aqua Source is \$44.79 which is considerably higher than sewer service with Jefferson City, which is approximately \$26.00 monthly. Still they want to increase our sewer charges to \$57.87 monthly, this seems to be out of line with the public sewer service. If that's the case, then I want the Public Option.	PSC	JMR	Letter mailed August 26, 2009.

P201003642	DERRICK	VETTER	LOHMAN	MO	URGENT! SOMEONE PLEASE USE SOME COMMOM SENCE. SEWER BILL INCREASE \$20+ DOLLARS IN 3 YEARS, AND NOW A REQUEST FOR \$13+ MORE! FOR WHAT???"AQUA" WANTS ME TO PAY \$57.87 A MONTH TO TAKE BROWN WATER FROM MY SEPTIC TANK. THIS IS STUPID. MOST DONT PAY THIS MUCH FOR WATER AND SEWER IN JEFFERSON CITY. YOU CAN NOT CONSIDER THIS RATE INCREASE FOR THIS MISMANAGED PITIFUL EXCUSE FOR A COMPANY!!!! I REFUSE TO ABIDE BY THIS RATE INCREASE. ITS UNLAWFUL. WE ARE BEING ROBBED! THE VETTERS- AUTUMN WOODS SUBDIVIS	PSC	JMR	Letter mailed September 24, 2009.
P201004270	Merced	Villanueva	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 15, 2009.
P201001319	Mark	Wagganer	Centertown	MO	This proposed increase is an outrage, all that is ever done is the grass is cut monthly, 5 family's on 1 lagoon and they feel the need to charge \$57.87 monthly? This should be voted down, the rate was just increased a year ago.	PSC	JMR	Letter mailed August 19, 2009.
P201003369	Melissa	Welch	Holts Summit	MO	Please see attached	Both	JMR	Letter mailed September 24, 2009.
P201003388	Melissa	Welch	Jefferson City	MO	See Attached	PSC	JMR	Letter mailed September 24, 2009.
P201001296	Jessica	White	New Bloomfield	MO	I am upset that rates are going to go up again. this happened last year also. in an economy like this, you have no sympathy for those of us paying our bills and struggling paycheck to paycheck. most of our employers cannot even give annual raises and yet you can continue raising the rates for us to have sewer.my rates started out around \$27 a few years ago and now they have jumped up \$20 and soon to be \$30! this is rediculous! i hope something can/will be done.	Both	JMR	Letter mailed August 19, 2009.
P201001555	Ann	Williams	Holt Summit	MO	(cid) I don't think that we should be charged for other people who have the waste treatment. They only thing they do are come and mow twice a month. There isn't even a security fence around it.	PSC	DS	Please see Staff Investigative Summary attached.

P201003443	Cliff	Williams	Holts Summit	MO	Aqua Missouri is looking to raise there rates again. In Sept 08 my sewer bill was \$27.75, but with this new increase it would now be \$57.87. I think that more than doubling your rates in one year is more than just operating cost increases, we are now being forced to pay for poor management. This is outrageous and should not be allowed.	PSC	JMR	Letter mailed September 1, 2009.
P201003082	Dan	Williams	Jefferson City	MO	See Attached	PSC	DS	Please see Staff Investigative Summary attached.
P201004661	Lyn	Williams	Jefferson City	MO	see attached	PSC	DS	Please see Staff Investigative Summary attached.
P201002695	Gerald	Wnek	Holts Summit	MO	see attached	PSC	JMR	Letter mailed August 26, 2009.
P201001632	neil	wofford	New Bloomfield	MO	I am a bit outraged at AQUA Missouri requesting even more money. I think \$44.79 dollars a month for SEWER is outragous. Now they want even more money. The customer service from AQUA is horrible, you get prompted to 10 different people, in several different states. My subdivision is required to use AQUA, and when it gets hot, the smell of sewer gas is bad. I have called to complain, as have my neighbors, but nothing gets done. I have received disconnect notices, when I have paid my bill.	PSC	DS	Please see Staff Investigative Summary attached.
P201004402	John and Shirley	Wood	Jefferson City	MO	see attached	PSC	JMR	Letter mailed September 15, 2009.
P201003838	Roy	Zavitz	Jefferson City	MO	Subject: AQUA Missouri rate increase. 1.Lakewood subdivision was initaly developed by Mr. Terry Norman, start date 1976. 2.There were approximatly fifty building lots available / for sale in Phase #1. 3.The lots price / cost included "curbs, gutters hard surfaced road and sewer lines to each lot, plus a sewerage treatment plant. 4.Cole county maintenance department was responsable for the up-keep and maintenance of the sewerage system. 5.Cole county "realstate taxes included the sewer sys.	PSC	JMR	Letter mailed September 1, 2009.

PUBLIC COMMENTS RECEIVED

BY

STAFF

For many years, our sewer bill was relatively stable. In the last three years, our bill has gone from \$22.53 to \$27.75 to \$44.79, and now AquaAmerica wants an increase to \$57.87. In addition, the household rate is the same as the commercial rate (minimum 7000 gallons). There are only two people in our household, using an average of only 3000 gallons of drinking water per month. Assuming a 1:1 ratio of water consumption to wastewater, our fair share would only be \$24.80 based on the new rates. I would have no problem with that amount, but the proposed rate is excessive, more than twice that amount. This amount would be more than three times the amount we pay for clean drinking water. We have even had an electric bill below this amount. We pay \$30 per month for phone service and \$24.95 per month for internet service. How is sewage treatment so expensive?

There have been no visible capital improvements since our rate went from \$22.53 to \$27.75. The facility is malodorous and the outfall is slimy and stained black. I would not want children anywhere near the package plant. Many times, the door inside the facility is propped open with a block of wood. While I have never witnessed a bypass, the alarm at the lift station will go off for very long periods of time. They have left a clean-water spigot dripping long enough to keep a large portion of our dirt road wet. The spigot is now left open, but no water comes out.

It is well-known that AquaAmerica is rapidly expanding, purchasing treatment systems in markets where they know they will meet little resistance, and raising rates to make a fast profit. (<http://www.foodandwaterwatch.org/water/pubs/reports/aqua-america>).

AquaAmerica has been profitable for many years, and its first quarter profits were good. In fact, AquaAmerica routinely posts profits of 15 to 20 percent or more. Few of my investments have yielded as well.

Water and wastewater treatment should not be used for excessive profits, especially when our neighborhood is not getting our money's worth. In these difficult economic times, it is hard to swallow that even more of my purchasing power may be going down the sewer.

RECEIVED²

AUG 24 2009

Records
Public Service Commission

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

E. John Alberts
2023 Teal Lane
Holts Summit, MO
65043

RECEIVED

AUG 19 2009

Dear Commissioners,

UTILITY OPERATIONS
DIVISION

Please reference Case Number SR-2010-0026 and attached Notice. Also please note the following:

1. My residence is in the Golden Ponds Subdivision in the outskirts of Holts Summit, Callaway County, Missouri and not in Jefferson City, Cole County, Missouri.
2. The sewer system for the Golden Ponds Subdivision is contained wholly within the Subdivision. Our system does not have any connection with the Jefferson City system nor do we have any wastewater treatment equipment, chlorination equipment or any pumps of any kind that require maintenance or replacement
3. Article IV Section 4 of the Declaration of Covenants and Restrictions for the Subdivision states, that the Home Owners Association "Shall maintain, operate, repair, improve, and regulate the use of the sewer system".
4. At present, to the best of my knowledge, the only service being provided by Aqua Missouri, Inc. is to control the weeds around the wastewater collection ponds.
5. I estimate that the residences of the Subdivision are presently paying Aqua MO approximately \$15,049 for the weed clearing services.

When I contacted Aqua they informed me that **your office authorized** the charges and _____ that if I did not pay them that they could shut off my services and that they could take me to court and force me to pay other penalties..

Now they want to raise their rates to \$19,444 per year to control the weeds around the Subdivision's wastewater collection ponds. This is outrageous, and I have trouble believing that you would authorize and support such an action. Please withdraw your support for the outrageous rates being charged by Aqua and if the law allows, instruct them to allow us to manage, maintain and regulate our system.

Sincerely,

E. John Alberts 17 AUG 09

JEFFERSON CITY INITIAL CUSTOMER NOTICE

August 11, 2009

Aqua Missouri, Inc. (Aqua) submitted a request to the Missouri Public Service Commission (Commission) on July 15, 2009 for an increase in its annual sewer operating revenues for the Jefferson City Area. The primary reasons for the increase are \$200,000 in system upgrades including main replacements, wastewater treatment equipment, the addition of chlorination/dechlorination equipment for environmental protection, and increased operating expenses and declining revenue over the past two years.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual sewer operating revenues of \$284,300 (approximately 29.2 percent). At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase request, or comments regarding any recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) *within 30 days of the date of this notice*. Your comments should include a reference to case number SR-2010-0026. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

Public Service Commission

Attn: Water/Sewer Dept.

P.O. Box 360

Jefferson City, MO 65102

Phone: 800.392.4211 (Missouri residents only)

Phone: 573.751.1881 (Out of State Customers)

Fax: 573.751.1847

E-Mail: water_sewer@psc.mo.gov

Office of the Public Counsel

Attn: Water/Sewer Dept.

P.O. Box 2230

Jefferson City, MO 65102

Phone: 866.922.2959

Fax: 573.751.5562

E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website:

- (1) Go to <http://www.psc.mo.gov>;
- (2) Click on "EFIS / Case Filings" on the menu bar on the left side of the page;
- (3) On the next page, click on the "Public Comment" icon under Submit Public Comments; and
- (4) Fill out and submit the Public Comments form, including the case number shown above.

If you have any 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).

Jefferson City-Sewer

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Flat Rate-Residential	\$44.79	\$57.87	\$13.08
Monthly Flat Rate-Mobile Homes within a park, and Multi-family	\$38.06	\$49.17	\$11.11
Monthly Commercial and Industrial- first 7,000 gallons	\$44.79	\$57.87	\$13.08
Commercial and Industrial-usage over 7,000 gallons, per 1,000 gallons	\$6.408	\$8.279	\$1.871

RECEIVED

AUG 31 2009

E. John Alberts
2023 Teal Lane
Holts Summit, MO 65043
*Records
Public Service Commission*

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

RECEIVED

AUG 31 2009

UTILITY OPERATIONS
DIVISION

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E. John Alberts 26Aug 09

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Jefferson City, MO 65102

Phone: 800.392.4211 (Missouri residents only)

Phone: 573.751.1881 (Out of State Customers)

Fax: 573.751.1847

E-Mail: water.sewer@psc.mo.gov

Office of the Public Counsel

Attn: Water/Sewer Dept.

P.O. Box 2230

Jefferson City, MO 65102

Phone: 866.922.2959

Fax: 573.751.5562

E-Mail: mopco@ded.mo.gov

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Jefferson City-Sewer

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Commercial and Industrial-usage over 7,000 gallons, per 1,000 gallons	\$6.408	\$8.279	\$1.871

P201003044

August 23, 2009

Reference: Case number SR-2010-0026, Aqua Missouri, Inc's request to increase its operating rates in the Jefferson City area.

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

Attention: Water/Sewer Dept.

Dear Commissioners,

I am greatly opposed to an increased rate for sewer service by Aqua Missouri, Inc (Aqua). I urge you to consider that not all residents, upon whom these costs will be incurred, have an equal benefit from the investment in this service.

My husband and I are residents of Holts Summit, and as such, live outside of Jefferson City. We fall into the service area for Jefferson City's sewer service, but Callaway County Water District 1 is our provider of water. Our sewer bill is already twice that of our water bill. Our household of two is already unfairly charged for the management of other, high-use customers, and an increase in rates would hestow and additional burden on us.

Aqua should charge residents based on the actual amount of household water use, rather than a flat rate. Such flat rates provide an advantage biased towards customers who have a greater use of services. If a flat rate system is to be used, any residence—whether house, mobile home, multiple family, or single family—should incur the same flat rates for the service. The current and proposed rates favor mobile homes within a park and also multi-family residences. Other residential homes are grouped into the same rate category as those who are classified as commercial and industrial. This current system favors charging residents of single-family homes an excessive amount when compared to other rate groups.

I urge the commission to establish more reasonable rates for customer usage. A system that charges rates per 1,000 gallons (such as the rates for each 1,000 gallons over 7,000 gallons) is more appropriate. This would more accurately charge customers for their actual use. Cooperative agreements with surrounding areas' services to track the amount of water used would accurately establish rates based on customer usage.

Please consider residential use, review service areas, and the assessed rates when making your decision whether to increase these already outrageous rates.

Sincerely,



Chrislyn Armbruster

RECEIVED³

AUG 26 2009

Records
Public Service Commission

RECEIVED

AUG 25 2009

**UTILITY OPERATIONS
DIVISION**

1709 CAROL STREET
HOLTS SUMMIT, MISSOURI 65043

P201004384

RECEIVED²

SEP 14 2009

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Records
Public Service Commission

Please mail this letter to Public Service even if you cannot attend meeting

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

UTILITY OPERATIONS
DIVISION

SEP 11 2009

RECEIVED

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Sten & Carol Boessen Phone: 573/761-4922

Address: 2745 Foxdale Drive, Jefferson City, MO 65109

P201001664

Dunham, Courtney

From: efis.messenger@psc.mo.gov
Sent: Tuesday, August 18, 2009 10:05 AM
To: Consumer Services
Subject: Public Service Commission - Complaint Form

**** Please do not reply to EFIS Messenger. Replies to this computer generated e-mail are routed to an unmonitored mailbox. ****

Date Received: 8/18/2009 10:04:37 AM

First Name: Delbert

Last Name: Bolten

Business Name:

Address: 3910 Greenbriar

City: Jefferson City

State: Mo

Zip Code: 65109

County: cole

Telephone Number Where You Can Be Reached During the Day:

Business (Work) Area Code () Number

Home Area Code () Number

Other Area Code (361) Number 8762535

Email Address: SaltFishingbuddy@yahoo.com

The Name of the Utility Company involved with your complaint: Aqua Missouri, Inc

Account Number: I don't have that with me

Description: My complaint is two fold. the case no. SR-2010-0026 increase is out ragious. a few years ago I was paying \$12.40 aand now they want to raise it to \$57.87 They have had 3 raises in a few years and I beleive this is way out of line. Please compare to other districts aroud us. AI have not lived in this house for 8 years on a permanent basis, but have came back and forth to visit and check the house out. I have lived in Aransas Pass , Texas, then Italy and now bqack in the Corpus Christi area for the last 3 plus years. I have told them that the house is vacant and they said it should not be a charge. They they sent me a bill for 12 months and said I would be taking to court and prosevcuted if I did not pay. They said some one was living there in December. which is wrong I came back and checked the house then. I also have lights that come on and off at times to look like occupied. In the name of God make them charge only for the useage. My water bill is \$5.23 the mininum for each month. They charge every one the \$44.79 charge per hookup regardless of a single unit or 8 plex. Please strighten this robbery out and don't award this increase and reverse the \$44.79 charge. Please get a new company. I pray you will do the right thing. Delbert E. Bolten

8/18/2009

P201003047

From: Pbrucej@aol.com

Sent: Monday, August 17, 2009 3:58 PM

To: Water.Sewer

Subject: Hello

I'm very concerned over your raise. I do believe 50.00 a month just for sewer, I already pay is plenty already. This is crazy to raise this again. PAUL BRUCE 3116 SOUTHWOOD CIRCLE JEFFERSON CITY, MO. 65101. My phone is 573-635-8931, & my e-mail is (pbrucej@aol.com)

P201004388

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or cancelling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing? The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Lela K. Bunch Phone: 573 893 3271

**Address: 2908 Foxdale Drive
Jeff City MO 65109**

UTILITY OPERATION
DIVISION

RECEIVED
SEP 14 2009

RECEIVED²
SEP 14 2009
Records
Public Service Commission

P201003042

From: Megan Burch [mrnjbb@yahoo.com]**Sent:** Sunday, August 23, 2009 10:53 AM**To:** Water.Sewer; mopco@ded.mo.gov**Subject:** Proposed Rate Increase-SR-2010-0026

The proposed rate increase for Aqua Missouri is ridiculous. Within the last two the company doubled current customers rates. My bill in the last 6 years has went from \$23 to \$44 and now they want to increase it to \$57. That is absolute craziness! I will admit to knowing nothing about the waste water management area but if Aqua can't upgrade equipment and still show some sort of profit, something is wrong. My advice...call Dave Ramsey and ask him for help on how to make a profit, don't jack up your customers rates again!

Thank You,
Megan Burch

P201003063

From: Harvey Burnett [hdvaburneop@embarqmail.com]**Sent:** Tuesday, August 25, 2009 3:06 PM**To:** Water.Sewer**Cc:** mopco@ded.mo.gov**Subject:** Request for Sewer Rate Increase

How many times are these folks going to be given rate increases? Was it not just last year????? We were told then that it was just a request and that the request would be reviewed. They may not have been given the amount they requested...but it was more than enough. I have seen no improvements as far as our service is concerned.

They did not get the full increase wanted or requested....and you know they inflate the amount so they will get the actual amount wanted. Now here we are again. And even though it will be reviewed and you will not allow the full amount again....I am sure you will give them a rate increase again...even though the economy is in the shape it is in. People are losing homes, jobs, and having a hard time putting food on the table.....but companies are greedy and care not about the people they serve. As state government employees are told...do more with less and do not expect pay increases...in fact, you may not even have a job.....so Aqua needs to do more with less, run their trucks less around the neighborhoods...maybe walking some is an option. Instead of 2 men to a truck, maybe one could do the job...

Stand up for the people you serve and say NO to another rate increase.

Harvey and Virginia Burnett
3037 Southwood Hills Rd
Jefferson City, MO 65101

P201004390

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UTILITY OPERATIONS
DIVISION

SEP 14 2009

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SEP 14 2009

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

Records
Public Service Commission We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Ron Carnell Phone: 635-2470

Address: 2915 Foxdale Dr Jefferson City MO 65109

P20100304p

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AUG 26 2009

Records
Public Service Commission

Roberta Coskow
7113 Robin Lane
Jefferson City, Mo. 6510
Aug 22, 2009

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

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AUG 24 2009

UTILITY OPERATIONS
DIVISION

Dear Sirs and Ladies,

I wish to register an opposing note against this proposal of a raise for this big, big Company "Aqua Missouri". They are greedy. It hasn't been too long ago that it was raised to \$44.79 per month. I am alone and there should be a price for just one person. It isn't fair that I have to pay the same amount as a large family with 3 or 4 kids. This big Company (Aqua, MO.) doesn't care about us little people, just themselves. Then also it isn't fair that I have to pay about \$300.00

for when I'm not here and using the sewer at all. I live in Arizona during the winter and this Aqua Mo. will not give me a break. Now, the Company before Aqua, MO. did give me a break and I didn't have to pay when I was gone.

This Company is wanting a big raise while our incomes didn't go up. In fact, some like mine went down. Aqua, MO. does not deserve this raise, period.

Thank you
Roberta Coskow

I have an addition to the other complaint. Again
don't get their statements out soon enough. I don't
get my statement in time to get a check back to them.
They keep charging me \$5.00 every month saying I
was late. I mail my check the next day after I
get the statement. I have written them letters to
tell different addresses. I told them it wasn't my
fault and I don't think I should have to pay it.
I told them I wasn't paying it and it came to
\$5.00 now. And they keep saying that \$5.00
on every month. I got another reason they
don't deserve another name now.

P201004209

Dunham, Courtney

From: efis.messenger@psc.mo.gov
Sent: Thursday, September 10, 2009 9:34 AM
To: Consumer Services
Subject: Public Service Commission - Complaint Form

****** Please do not reply to EFIS Messenger. Replies to this computer generated e-mail are routed to an unmonitored mailbox. ******

Date Received: 9/10/2009 9:33:43 AM
First Name: Carey
Last Name: Drehle
Business Name:
Address: 3905 Viola View
City: Jefferson City
State: MO
Zip Code: 65101
County: Cole
Telephone Number Where You Can Be Reached During the Day:
Business (Work) Area Code () Number
Home Area Code () Number
Other Area Code () Number
Email Address:
The Name of the Utility Company involved with your complaint: Aqua MO
Account Number:
Description: Please refer to Case #SR-2010-0026 involving the price increase

P201003644

August 21, 2009

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SEP 01 2009

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

UTILITY OPERATIONS
DIVISION

Gentlemen:

I am writing in regard to AquaMissouri's request for ANOTHER rate increase (Case Number SR-2010-0026). They recently increased our sewer charge from \$27.75 per month to \$44.79 per month. Now they are asking to increase this to \$57.87 per month.

About two years ago AquaMissouri did some renovations to the lagoons just below our property on Edward Lane in Taos. Ever since this time we get a "WONDERFUL" SMELL when the wind blows in a northwesterly direction. In fact, the last two beautiful days (Aug. 20 & 21) when we would like to be outside in our back yard, the smell is so bad you could gag.

I have called Natural Resources and AquaMissouri about this. They say there is nothing they can do. I beg to differ. I am sure with the amount of money they charge every month for this sewer from us and our neighbors they could do something about this smell.

I hope you will seriously consider my comments and deny them another rate increase. I do not think it is feasible at this time. We just had a big jump.

Thank you.

Sincerely,

Mary Eichholz

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

P201004071



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SEP 09 2009
Records
Public Service Commission

September 4, 2009

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

RE: Case Number SR-2010-0026

Please accept this letter as a protest to the requested increase from Aqua Missouri, LLC, Case#SR-2010-0026.

I am the developer for Autumn Woods Estates, LLC in Cole County, MO. One of the property owners of the subdivision alerted me of this request. Since my personal residence is not served by Aqua Missouri, I was not informed of this or the previous request made last fall.

It concerns me greatly that the excessive request last year was allowed! How can it be justified to raise any utility 62% at one time? Now within 12 months another request is made. How can another request even be allowed in this short of a period, much less considered?

I have two major reasons for protesting this increase. The first is the drastic increase to the residents of my subdivision. These families are being unfairly affected to pay increases to cover "upgrades and maintenance". The Autumn Woods systems have only been installed in the last few years. Several of these families have been customers for less than two years and now being told their rates are increasing by 108% even though they are served by a brand new plant! In addition, each homeowner has installed their own septic tank for solid waste. Aqua Missouri is charging only for treating the gray water!

My second reason for protesting this increase is for development reasons. We did not start this subdivision with the intention to have a central waste treatment system. Once it became necessary to install one, I was informed by the Department of Natural Resources that Aqua Missouri had the contract for the area and we would have to comply with their requirements and they would maintain it for the customers.

I was required to have two waste water treatment plants engineered, built, and dedeed to Aqua Missouri. Not only did I have to bear the cost of over \$160,000 but I had to give them two tracts of land totaling over ½ acre.

My only consolation was that I was told this utility company was regulated by the Missouri Public Service Commission. It provided me the peace of mind that any ongoing costs would be controlled and any necessary increases appropriate and justified.

Since the treatment plants are still new, we have only 7 homes built that are part of the 16 possible connections. This means that as a developer, I have been able to reclaim less than one half of my investment. Furthermore, the monthly rate for potential buyers is potentially jumping from \$27.75 to \$57.87. This does not help my chances of marketing the rest of the development!

My career involves owning a local office products business. We are all experiencing a downturn in business and rising costs. As a small business owner, I have to cut costs and be more efficient. It would be preposterous for me to try to raise prices on the customers that have been loyal to me when the others go away. How can a utility company get by with it!

Finally, last night I was speaking to another well established small business owner about stopping this increase. He joked, "All the PSC will do is be a speed bump"!

Please be willing to put a stop to this ridiculous request, and be more than a speed bump to Aqua Missouri!



Daniel Eiken
Autumn Woods Estates
5306 Zion Road
Jefferson City, MO 65109
dane@checksamco.com
(573) 619-5630

cc: Office of Public Counsel

P201004679

RECEIVED
September 16, 2009
Data Center
Missouri Public
Service Commission

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

UTILITY OPERATIONS
DIVISION

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SEP 15 2009

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Robert Engle Phone: 573-636-890

Address: 2919 Cantaberry Dr. JCMO 65109

From: Richard Felletti [rich-linda@embarqmail.com]

Sent: Friday, August 21, 2009 9:47 AM

To: Water.Sewer

Cc: mopco@ded.mo.gov

Subject: [Released] [SPAM? 92] SR-2010-0026

I know this is probably a waste of my time but Aqua Missouri needs to realize customers out of the immediate Jefferson City sewer system should not be paying to fix old sewers there. Last year I emailed my concerns about this same rate increase that was passed anyway. Politics as usual?

I live in Holts Summit, Hidden Valley subdivision is only 15 years old, treatment facility on subdivision taken over by Aqua Missouri after it was built years ago, no investment by them, only send a truck once or twice a month to look at it.

The flat residential rates they charge are ridiculous. Their charging me a flat rate of \$44.79, the same as the commercial rate for the first 7000 gallons. Our home doesn't use 7000 gallons of water a month from Callaway Water. Now they want to increase it to \$57.87? Isn't that what they wanted last year and it was reduced to \$44.79?

Just goes to show, little guy gets screwed. I'm retired living on Social Security and part time work to survive, no increase in S.S. this coming year. Where should I take that additional \$13.00 they want from?

ENOUGH IS ENOUGH.

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Ref. Case # SR-2010-0026

SEP 14 2009

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2009

SEP 14 2009

Dear Sir/Madam:

UTILITY OPERATIONS
DIVISION

My family lives at 3212 Warrsville Rd. The subdivision we live in, has its own sewer/wastewater treatment facility that is owned by or operated by Aqua Source.

We have lived here for about 13 yrs, and each year we keep seeing increases in our billings ex. month.

In the customer notice I received it shows a current rate of \$44.⁷⁹, the bill due been receiving every month is \$49.⁷⁹.

Our sewer facility in our subdivision is seemable to small for the usage. It is almost always producing a lot of smell, and floods when the Moreau River is out.

I'm strongly against any monthly increase, for the reason that I feel I'm paying twice what it's worth & start with.

Thank you

K. Fischer

P201004391

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

*Please advise
of public
hearing on
this matter.*

Please mail this letter to Public Service even if you cannot attend meeting.

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

UTILITY OPERATIONS
DIVISION

SEP 11 2009

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We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should

come from Aqua Mo. profits. 573 -

Name: Sherry Franklin Phone: 694-1431

Address: 2837 Foxdale Dr.
JC MO 65109

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SEP 14 2009

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Public Service Commission

P201003420

Larry W. and Betty E. Flatt
1211 Mehmert Place
Jefferson City, MO 65101
Phone: 573-634-8056 Email: larryflatt72@gmail.com

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Public Service Commission*

August 28, 2009

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AUG 31 2009

**UTILITY OPERATIONS
DIVISION**

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

Re: SR-2010-0026 -- Aqua Missouri, Inc., Sewer Rate Increase Request

Gentlemen and Ladies:

I want to protest the proposed increase in sewer rates. There needs to be considerably more information made available to the public regarding the justification for such an exorbitant increase.

As a single family home owner, let me translate how this impacts my family. First, we use, on average, approximately 3,000 gallons of water per month. We paid \$.42 per 100 gallons for treatment of all that water prior to the 2007 increase. In 2007, we paid \$.93 per 100 gallons for sewer and sewage treatment. In 2008, you granted Aqua Missouri a rate increase that now costs us \$1.49 per 100 gallons. Now they want us to pay \$1.93 per 100 gallons in the future!

At another location where I pay utilities in Cole County (served by different water and sewer districts than my residence) the costs were \$.32 per 100 gallons for water and \$.54 per 100 gallons for sewer and sewage treatment!

In 2008, considerable new sewer construction was visible in the vicinity of Highway B and Old Wardsville Road near where we live. It appears that this work was done in anticipation of significant new development in the area. It also appears that some existing residences were hooked into the new system.

Following is a list of questions that I would like to have addressed. I would like to receive correspondence from appropriate individuals with answers to these questions. If that is not forthcoming, then these questions ought to be addressed completely in a public forum. My questions:

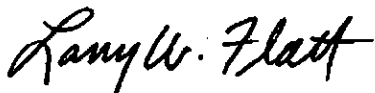
1. In regard to the new sewer work in the vicinity of Highway B and Old Wardsville Road, please advise how these improvements were financed. What portion of the cost was paid by developers/land owners, existing sewer users like myself, or a combination of these two groups. If a combination of sources, please identify by source and percentage who paid for this work.

2. Is there a written policy for financing new sewer construction, and if there is, please provide a copy. If there is not a written policy, please explain how such decisions are made and on what basis?
3. What percentage of the current and proposed rates are allocated for:
 - (a.) Management expenses.
 - (b.) Operating and maintenance expenses broken down for treatment plants, sewer piping and lift stations/pumping, administrative costs, and profit.
 - (c.) Capital costs to increase capacity of treatment facilities.
 - (d.) Capital costs to replace main lines.
 - (e.) Capital costs to upgrade pumping and lift stations.
 - (f.) Compliance costs mandated by regulations and other agencies.
4. What are the initial connection fees or costs for new connections to older parts of the system? The same question for new parts of the system?
5. What is the basis for charging for sewer use? Is it only the four categories listed?
6. Why are commercial and industrial rates subsidized by residential users. Commercial and industrial sewer users are proposed to pay the same monthly rate for over twice as many gallons per month and their rates when they exceed 7,000 gallons is less than my rate 2 years ago! Why?

I asked these and similar questions in January of 2008 and all I got was a form letter telling me that no changes in the rate would be made without the approval of the Public Service Commission. I already knew that - I wanted to know the rationale and justified need for the exorbitant increases!

I look forward to a concerted effort by the Missouri Public Service Commission, the Commission's staff, and the Office of Public Counsel to sort out what is reasonable and fair in regards to funding sanitary sewers in Cole County.

Sincerely,



Larry W. Flatt

P201004278

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

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SEP 10 2009

UTILITY OPERATIONS
DIVISION

Please mail this letter to Public Service even if you cannot attend meeting.

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SEP 11 2009

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

Records
Public Service Commission

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo.
We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?
The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Matt & Megan Gassen Phone: 893-6587

Address: 2900 foxdale DR.
Jeff City, MO 65109

Russo, Jim

From: Tim & Kelly Gettinger [tkgettinger@embarqmail.com]
Sent: Saturday, September 26, 2009 8:48 AM
To: Water.Sewer
Cc: tkgettinger
Subject: SR-2010-0026

Dear Madam or Sir,

Recently I received notification regarding a request to increase annual sewer operating revenue for Aqua Missouri Inc - meaning yet another drastic increase in our monthly charges.

The notification involved raising rates from the current level of \$44.79 per month to \$57.87. The proposal doesn't mention the recent ridiculous increase from \$22.00 to 44.79 occurring somewhere in the last 2 years. I would like the PSC to consider mandating Auqo to go back to the \$22.00 per month as I am not sure how the last increase of nearly 100% was authorized. Please visit their website and look at their financial statements. I don't think this company is starving.

This monthly expense is turning into somewhat of a mortgage payment. We are already burdened with a situation where we bear the cost of transporting the sewage from our residence to the main line. With these current charges of \$44.79 this organization should at least absorb this expense. I guess my next question would be if our section of the county would get annexed then would these outrageous charges go away with the City taking over the sewage?

I appreciate a response to this email.

Sincerely,

Tim Gettinger
tkgettinger@embarqmail.com
573-659-3588
3106 Glenstone Dr.
Jefferson City MO 65109

10/1/2009

P201004680

Date: 9-2-09

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SEP 16 2009

RECEIVED
Sept. 16, 2009
Data Center
Missouri Public
Service Commission

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102
1-800-392-4211

UTILITY OPERATIONS
DIVISION

To Whom It May Concern: *Aqua^{of} MO*

I am opposed to any increase in water rates. I have seen no improvements in Spring Valley's water system. ~~Only changes in Name to whom the payments are sent to. The prices that are charged now are~~ to high.

Comments: Well if you keep on raising prices then we would have to take a loan out to pay the water bill. Enough is Enough. God did not say be without greed for nothing etc. Please stop the Insanity

I feel the prices are too high now.

Sincerely,

James Slone

1603 N 16TH ST OZARK, MO 65721
address

P201004393

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Tosh + Rachelle Phone: 634-4481

**Address: 3050 Canterbury Dr. Goodin
J.C. MO. 65109**

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AUG 26 2009

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AUG 24 2009

**UTILITY OPERATIONS
DIVISION**

August 21, 2009

Michael J. Gorman
Cynthia A. Gorman
1829 Rabbit Run Court
Holts Summit, MO 65043
Phone - 573-896-6057

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

To Whom It May Concern:

This is in response to your notification sent to residents on August 11th, 2009. We do **NOT** agree with the rate increase for area residents. The rates have more than doubled since we purchased our home. We have not seen any changes or improvements to represent this increase.

Thank you,

Cynthia A. Gorman

Cynthia A. Gorman

Michael J. Gorman

Michael J. Gorman

P201004394

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SEP 14 2009

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Public Service Commission

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SEP 14 2009

September 9, 2009

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

UTILITY OPERATIONS
DIVISION

Re: Aqua Missouri's Rate Increase


To Whom It May Concern:

We are writing in opposition to Aqua Missouri's requested rate increase. As a 9 year resident of Quail Valley Subdivision, we have seen little or no capital improvement to our sewage system, and have not been made aware of any plans to make improvements in the future. There were no capital improvements made since their last rate increase was granted less than 1 year ago, with the exception of construction of a fence around the treatment system. I would hope a fence would not constitute grounds for a rate increase. We have had to individually bear the financial burden and the inconvenience of scheduling and paying to have our septic tanks pumped, with no support from Aqua Missouri.

While ensuring that companies can have the financial means of providing safe and effective sewage systems to the public is a priority in a highly regulated environment, it is also true the Public needs to be protected from price increases when no new or additional services are being provided. We paid for the installation of our system prior to giving it to Aqua Missouri's predecessors, at no cost. Without adding new capacity, which I do not believe is necessary, or providing some new "capital improvement", a rate increase would effectively have us paying a second and/or third time for the installation of our system. Such continued increases simply are not justified.

As such, we adamantly oppose any new rate increase for those members of the Quail Valley Subdivision.

Sincerely,



Jeff & Debbie Green
2708 Foxdale Drive
Jefferson City, MO 65109

P2010 04253

Comments regarding Case #SR-2010-0026:

An increase for residential service was implemented last year and now they are asking for another increase! How can the average consumer pay the proposed \$57.87 per month? The current \$44.49 is hard enough to pay. A few years ago we were paying around \$27.75 and now a proposed \$57.87! That would more than doubling the rates in a few short years. This rate is especially difficult to swallow since we live in the county and have our own septic tank too.

Economic times are tough right now; but businesses cannot keep passing on all the increased costs to consumers. Maybe they need to look at other ways to reduce their maintenance and operating expenses. Wasn't the last LARGE increase supposed to cover maintenance expenses and operating expenses? Maybe the company needs to be audited to find out how they can be more efficient....

In summary, I am strongly opposed to another rate increase for Aqua Missouri.

Thanks for your time.

Kay and Don Haarmann
2010 Woodstone Rise
Jefferson City, MO 65101

P201004070

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

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SEP 09 2009

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Public Service Commission

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SEP 04 2009

UTILITY OPERATIONS
DIVISION

Dear Public Service Commission:

As a member of Lake Carmel Estates Association Inc. I have several concerns about the rate request made by AQUA Missouri Inc.

It has now come to my attention that other communities in the area are receiving these letters. So who is going to be getting exactly what from this increase? It would be nice to see a professional analysis sheet of where they plan to spend this money. Unfortunately, it seems we are just supposed to assume someone somewhere is getting improvements. Since this seems to be more of a cooperative effort than a business venture, I would like to know exactly what we are getting from the increase.

We cannot be dealing in generalities with these letters since so much money is being requested. How will we know if they ever spend the money evenly among all parties involved? If this were a cooperative I could see everyone pooling their resources, however I do not believe this to be the case. I thought this was a business designed to serve multiple communities (even if it is dealing with restricted income due to set rates) by using excess funds to make routine repairs and upgrades?

It seems AQUA MO has run into a similar problem that rental companies and apartment renters encounter. They may not have saved enough or made enough maintenance steps along the way to handle the ever changing and degrading properties they own. I would like to point out that this is exactly why everyone can't afford to be in that business either. Sure it makes money if you are not concerned about raising your prices or can get out of the business before you have to put money back into the property. Neither of these choices should be an option for this company. They should be allowed the cost of inflation and that is all.

This appears to show that AQUA MO did not plan well at the start and likely is not able to handle as many customers as they originally projected. I just hope you can look at their books and assure us the customers that they have been spending fairly and saving for rainy days in a judicious manner. Also hopefully the money is being spread evenly between all concerned parties. Our last major upgrade was in 2004.

If they have been doing all they can to scrape by then I guess all we can do is ask them to keep scrapping by since we really cannot afford these cost increases. Just a reminder that since 2005 when they first approached the PSC they wanted over 200% in increased rates just for the water. It looks to me that they are going to just keep coming at you until they get what they want. Today we are paying \$17.72 for 5000 gallons and in 2006 we were paying \$10.20. That is getting rather close to a 100% increase or double our water bill in less than 4 years. I wish I had the sewer bills to compare but I think I would be even more upset.

Thank you for your time and consideration,
Brian Deschu.

*I would like to add
my concerns to all the
others
Thanks*

*my name is Brenda Hardy
8519 N. Shore Dr
Eugene, MO 65032
Lake Carmel*

I moved to Lake Cabral in July 2001,
My water bill went from \$2⁰⁰ a month
to \$59⁰⁰. The actual water usage was
& is approximately \$4-6 a month

I ~~was~~ understand these are expenses
but not to this extent

Dwenda Hardy

From: Belinda Hassler [HasslB@molottery.com]
Sent: Monday, August 17, 2009 1:29 PM
To: Water.Sewer
Subject: Aqua Missouri rate increase

As a single widow, living alone, I feel the rate increase of \$13.08/month, proposed by Aqua Missouri, is outrageous.

I think it's unfair that I'm expected to pay the same as a large family of any size.

Thank you for your consideration in this matter.

My home address is : 3705 RUSTY DR
JEFFERSON CITY MO 65101

My account number with Aqua Missouri is : **001545331 1088018**

Belinda Hassler
Executive I
hasslb@molottery.com
573-526-7475

"More than \$3 billion to Missouri and public education;
more than \$6 billion to players."

E-mail correspondence to and from this address may be subject to the Missouri Public Records Law and may be disclosed to third parties by an authorized state official.

Dunham, Courtney

From: efis.messenger@psc.mo.gov
Sent: Thursday, September 10, 2009 2:42 PM
To: Consumer Services
Subject: Public Service Commission - Complaint Form

****** Please do not reply to EFIS Messenger. Replies to this computer generated e-mail are routed to an unmonitored mailbox. ******

Date Received: 9/10/2009 2:42:07 PM

First Name: Mandy

Last Name: Henry

Business Name:

Address: 3822 Viola View

City: Jefferson City

State: MO

Zip Code: 65101

County: Cole

Telephone Number Where You Can Be Reached During the Day:

Business (Work) Area Code () Number

Home Area Code (635) Number 7153

Other Area Code (230) Number 8953

Email Address: rmhenryfam@netzero.net

The Name of the Utility Company involved with your complaint: Aqua Missouri

Account Number: 001477269 1004713

Description: Reference Case #SR-2010-0026 We filed a neighborhood petition last year to keep rates from rising as high as they were wanting to raise them and were satisfied with the result. Then here we are less than a year later and they are wanting to raise them again! We are already paying way more than people in Jefferson City. We don't feel like a rate increase is warranted.

P2010 04255

You should deny the Aqua Missouri, Inc. request for the outrageous increase that they are asking for. Perhaps their engineering department should take blame for not anticipating growth or bad decisions.

Two retired people would not cause and have never had problems with the sewer.

I hate to send money to a "company" that their website is listed as "not found", no boss, undetermined staff and unknown revenue. Looks like a scam to me.

Consider my dissatisfaction when making the decision about the increase.

Donald Hirsch
1604 Wilmor Drive
Jefferson City MO 65101

P201003049

TARYN M HODGE

10896 Broodacre Drive
Holls Summit
Callaway County
Missouri
65043
573-353-2934

August 15, 2009

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

R E C E I V E D

AUG 24 2009

UTILITY OPERATIONS
DIVISION

R E C E I V E D³

AUG 26 2009

*Records
Public Service Commission*

To Whom it May Concern:

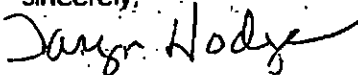
Reference number SR-2010-0026

I'm writing in response to the proposed rate increases with Aqua Missouri, Inc. In June 2008 I moved into Southwinds Subdivision. Before purchasing my home I did question sewage rates, and at this time the rates were around \$25.00 per month. Not long after this Aqua raised our rates to \$44.79 per month. Now less than a year later Aqua is requesting another rate increase making our rates \$57.87 per month.

I am on a fixed income, and the current rates are not affordable for me, so I truly cannot afford the new proposed rates. I'm also extremely concerned with a company that continually hikes their rates. When will this stop, and what am I supposed to do if I cannot manage these rate hikes? In a little over a year's time Aqua will have went from \$25/month to almost \$60/month. Their rates have more than doubled.

Further more, from my understanding Aqua's rates are higher than the local city rates, and I don't believe Aqua is offering a better service than the city sewer company. I also have no options to reduce my costs. My only options are pay or not pay, or sell my home and move to a neighborhood that does not use Aqua.

Sincerely,



Taryn M Hodge

P201003448

Please be notified that my husband and I do not endorse this rate hike. Everything is going up, with the exception of raises. How much more can the middle class worker be expected to absorb???

Thank you for the opportunity to comment....

Pam Hoelscher

From: Eric Holzer [holzer.eric@yahoo.com]
Sent: Sunday, August 23, 2009 11:45 AM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: AQUA MO SR-2010-0026
To Whom It May Concern:

I am writing in opposition to the 29.2% increase in sewer operating revenues. I believe a review of typical operating costs of sewer utilities should be performed and baselined for the cost of living across the United States for comparison. I've lived in several other cities in MO where this cost would be unheard of. A typical 3 to 5% increase to reflect inflation would be justified. A 200,000 upgrade should not be a PERMANENT increase in customer bills because once the capital expenditure is paid for the increase in bills is shear profit for the company.

I also live in a subdivision where the current service provided by Aqua only takes the gray water; leaving the residence to be responsible for a septic tank and the maintenance costs associated with it. Yet, we pay the same flat rate as a residential customer who receives both liquids and solids service. Why should we pay the same for a much less expensive treatment process?

Also, I live across the street from the treatment facility. It is approximately 100 yards down a hill behind trees and i can still smell sewer odor every evening around 4 o'clock if i am out in the yard.

If i am paying almost half of what it costs for electricity each month then i expect outstanding service, which i have not received. This is also with regards to their billing department who couldn't seem to get my address right after 3 months, making me late on payments. Also, there company doesn't even expend the resources to make on line billing a viable option without using Western Union to apply an additional charge. With today's technology this is ridiculous.

Please take these comments into consideration.

Eric Holzer
12044 County Road 4001 (Big Sky Subdivision)
Holts Summit, MO 65043

From: Curt Horn [jhorn@radiowire.net]
Sent: Saturday, August 22, 2009 11:10 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: sr-2010-0026
To whom it may concern,

This note is being written to show support for NOT allowing Aqua Missouri Inc. to be allowed to increase rates for sewer again this year.

In September of 2008 our sewer rates were increased from \$27.75 per month to \$44.79 per month. This was an increase of 61.4% in one year. Now Aqua is requesting an increase from \$44.79 per month to \$57.87 per month. This would be an increase of 29.2%. So if Aqua is allowed to charge \$57.75 per month they would have achieved a 90.6% increase in revenue in less than 2 years. I'm not sure how Aqua can say they have seen a reduction in revenue over the last 2 years. I guess I will have to look at their financials to see how this can possibly be. I assume those details are shared with the commission when requesting a rate hike like this? I also assume an audit by the commission would take place?

In addition, Aqua is seeking \$284,000 in additional yearly revenue to cover the costs of \$200,000 in system upgrades. Assuming that the cost of those system upgrades were accrued over one year which is very, very unlikely Aqua would be making a profit margin of over 40% with this increase. I assume that is a pretty hefty profit margin for a sewer company. And again that assumes that the costs of the \$200,000 are accrued in only one year.

Now, this significant increase is hitting homeowners at the same time the economy is hurting homeowners. In both situations poor business decisions are the root cause for the extra burdens put on homeowners. Typically homeowners do not have the ability to just raise their own revenue by 90.6% over two years just because they have an increase in operating expenses. In addition, homeowners can't just go out spend an extra \$200,00 dollars and expect others to pay the bill.

We have seen time and time again Aqua Missouri's inability to manage their business. This has been seen in incorrect billing, missed billing cycles, various billing rates charged throughout the neighborhood, poor estimation of business expenses and poor capacity planning for a growing neighborhood.

When will the requests for increases to homeowners stop or be made more reasonable? I can understand the the need to keep up with the cost of inflation and the increase in yearly costs when a business is managed and run correctly but this significant increase year in and year out is ridiculous.

Thank you.

Jonathan Curtis Horn
3811 Pear Tree Court
Jefferson City, MO 65101

P201004082

Dunham, Courtney

From: JHOWARDins@aol.com
Sent: Wednesday, September 09, 2009 11:03 AM
To: PSC Info (Public Info Email Address) - PSC
Subject: filing # SR-2010-0026

This letter is to oppose the rate increase filed by Aqua Missouri. I live in Quail Valley subdivision in Jefferson City, MO. The PSC just granted Aqua Missouri a large increase (approximately 60%) in Oct. 2008. The current filling is totally unacceptable.

We installed a fence around our treatment plant with gravel road for access to the plant. Aqua Missouri came in this year and took down the fence that was in perfect condition. Aqua Missouri then installed a fence with color in its place. If Aqua Missouri continues to waste money in this manor, the customer will never be able to pay enough to offset their waste and provide Aqua Missouri a profit.

We should have a hearing on this rate filling as soon as is possible.

Thanks
James Howard
2838 Foxdale Dr.
Jefferson City, MO 65109
Phone Daytime: 573-634-6297
Evening: 573-634-2535
email jhowardins@aol.com

P2-01003430

2009

RECEIVED

8/26/09

AUG 31 2009

Public Service Commission
1411 Madison Street
Jefferson City, MO 65101
Fax (573) 636-2655
REC'D 1/1/09

AUG 31 2009

Public Service Commission
Atty: SR-2010-0026

Records
Public Service Commission

I am in purchased at this

rate increase - it has not even

been a year since the last huge

rate on Nov 15, 08 from 2.75

to 4.71!

I am a single dweller and

I cannot afford 5.00 per month

over rate. You water here

average 20/100. Why is my

over rate not noted according to

my usage. Why does one person

pay the same rate as a family

of 6 or a comm. property?

I had to pay for back-up -

\$3400 with things I can do for water

to have a septic tank - the

Co. that put my line in did not even

know it was - I had to have the

hookup done - the pipes

rose up from the ground - I also

lost a tree - due to your lack of

attention with their back hoe.

Please explain the reason for

a one amount charged vs. a

protected amount for usage.

Dave Hunt
784 Pt. St.
P.O. 65701
5733954046

P.S. I would prefer to work with
and go back to my septic tank.

"Our commitment is in the fine print."

Modern Litho
6099 Steiner Road
Jefferson City, MO 65101
Fax (573) 636-2655
(800) 456-5867

January 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	February 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	March 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	April 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	May 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	June 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	July 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	August 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	September 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	October 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	November 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	December 09	5 M T W T F S 1 2 3 4 5 6 7 8 M T W T F S 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
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2010

Russ Huhmann

I have a real problem with the requested increase by Aqua Missouri. We just experienced an approx \$15/month increase in the last 12-18 months. And now Aqua is requesting ANOTHER increase??? In our subdivision, they don't even handle all of the waste--only the grey water. All homes STILL have to install a septic tank WHAT ARE WE PAYING FOR??? If Aqua MO believes they need another increase "due to op expenses and declining revenue", maybe they should sell out to another provider who can provide/manage their business more efficiently and competently. Otherwise, they can suck it up and deal with a little less profit during these tough times, just like the majority of other businesses.

P201001437

Michael Irwin

For many years, our sewer bill was relatively stable. In the last three years, our bill has gone from \$22.53 to \$27.75 to \$44.79, and now AquaAmerica wants an increase to \$57.87. In addition, the household rate is the same as the commercial rate (minimum 7000 gallons). There are only two people in our household, using an average of only 3000 gallons of drinking water per month. Assuming a 1:1 ratio of water consumption to wastewater, our fair share would only be \$24.80 based on the new rates. I would have no problem with that amount, but the proposed rate is excessive, more than twice that amount. This amount would be more than three times the amount we pay for clean drinking water. We have even had an electric bill below this amount. We pay \$30 per month for phone service and \$24.95 per month for internet service. How is sewage treatment so expensive?

There have been no visible capital improvements since our rate went from \$22.53 to \$27.75. The facility is malodorous and the outfall is slimy and stained black. I would not want children anywhere near the package plant. Many times, the door inside the facility is propped open with a block of wood. While I have never witnessed a bypass, the alarm at the lift station will go off for very long periods of time. They have left a clean-water spigot dripping long enough to keep a large portion of our dirt road wet. The spigot is now left open, but no water comes out.

It is well-known that AquaAmerica is rapidly expanding, purchasing treatment systems in markets where they know they will meet little resistance, and raising rates to make a fast profit. (<http://www.foodandwaterwatch.org/water/pubs/reports/aqua-america>).

AquaAmerica has been profitable for many years, and its first quarter profits were good. In fact, AquaAmerica routinely posts profits of 15 to 20 percent or more. Few of my investments have yielded as well.

Water and wastewater treatment should not be used for excessive profits, especially when our neighborhood is not getting our money's worth. In these difficult economic times, it is hard to swallow that even more of my purchasing power may be going down the sewer.

P201004395

RECEIVED²

SEP 14 2009

Records
Public Service Commission

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

UTILITIES OPERATIONS
DIVISION

SEP 14 2009

RECEIVED

Please mail this letter to Public Service even if you cannot attend meeting.

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

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Clint & Fanba Keeran Phone: (573) 635-6804

Address: 2816 Covey Ln

P201004250

September 9, 2009

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

RE: Aqua Missouri Rate increase – Request number QS-2010-026

To Whom It May Concern:

I would like to start this letter by reminding the Public Service Commission that part of their mission statement is to “ensure that Missourians receive safe and reliable utility services at just, reasonable and affordable rates.” This is on the *About PSC* portion of your website.

I received notice in the early part of August 2009 that Aqua Missouri is requesting yet another rate increase to their sewer rates in the Jefferson City area. They state that the increase is for \$200,000 in system upgrades including main replacement, wastewater treatment equipment, addition of chlorination/dechlorination equipment, increased operating expenses and declining revenue over the past two years.

I am questioning this increase yet again, as I have in previous years. The last public hearing I attended someone from Aqua Missouri was there to represent the Utility Company. They said the last increase was for chlorination/dechlorination equipment due to increased regulations by the EPA and MoDNR. Does Aqua Missouri need to increase their rates yet again due to more chlorination/dechlorination equipment? Their proposed rate increase of 29.2% is absurd as their previous rate increases. Is this proposed rate increase fair? I do not think so.

I noticed Aqua Missouri stated they have had declining revenue over the past two years. Why have they had a decrease of revenue? Are they continuing to have problems with their billing? Has the Office of Public Counsel and the Missouri Public Service Commission reviewed their billing process to ensure the previous problems have been resolved? I am asking that the Public Service Commission review the transcripts of the previous public meetings to make sure that all items have been thoroughly followed up on. I specifically remember that the billing problems were to be followed up on and corrected.

I am asking that your office do a complete review of their files, finances and other important documents to see if this rate increase is indeed truly needed. I will also be contacting your office directly to discuss this rate increase.

I would like to close this letter by again reminding the Public Service Commission that part of their mission statement is to “ensure that Missourians receive safe and reliable utility services at just, reasonable and affordable rates.” Please take the time to analyze the necessity of this rate is truly “affordable” for Missourians.

Sincerely,



Keith A. Kempker
11422 Valley View Ct.
Holt Summit MO. 65043

P20104379

Sent: Thursday, September 10, 2009 9:45 PM
To: mopco
Cc: Water.Sewer
Subject: Case No. SR-2010-0026

Dear Sirs:

I would like to comment on Case No. SR-2010-0026. I will make this as short and to the point as possible.

The request for rate increase that Aqua Missouri, Inc. is making is absurd. I think it is being handled in the wrong manner, and I suspect it is very much inflated.

I strongly believe the following:

#1 - Requests for capital improvements should be paid for by a surcharge added to the monthly bill, and then taken away when the capital improvements have been paid off. How could Aqua Missouri, Inc. or any other utility expect anything different. Would they want to buy a car and make monthly payments on it forever. Would you or I want to do that? I don't think so. Many governmental (many times local government) capital improvement projects are paid for by taxes that are approved for a certain amount of time by the taxpayers, and then expire at the conclusion of the period. This should be handled in a like manner.

#2 - Another problem caused by adding capital improvements to our monthly bill is that it may very well make it impossible for anyone living in an Aqua Missouri serviced area to sell a home. I certainly wouldn't purchase a home that has a monthly sewer bill for \$57.87. Would you? No one in their right mind would. It will be even tough to sell one with the current monthly rate of \$44.79.

#3 - They also state that they have increased operating expenses and declining revenue over the past two years. That may very well be. Once again, this should be handled through a surcharge. They should be required to calculate what the additional expenses are, and then that can be added to our monthly bill as a surcharge until such time as when the economy turns around. They should not be allowed to add their increased expenses onto the monthly bill without a provision to back them out. Otherwise they will never be backed out. Even when our Nation is prosperous once again.

On a personal note: The wife and I are on a fixed income. We are 65 and 69 years of age. We are going to put our home up for sale next spring and downsize to a condo. It will be very hard for us to sell our house if you approve this huge request of Aqua Missouri, Inc. If you do approve a nominal rate increase please keep the above statements in mind.

Thank you for taking the time to read this letter.

J. Douglas Kehr
5109 Edinburgh Waye
Jefferson City, Mo. 65101

P201004378

Sent: Thursday, September 10, 2009 9:40 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Case No. SR-2010-0026

Dear Sirs:

I would like to comment on Case No. SR-2010-0026. I will make this as short and to the point as possible.

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Thank you for taking the time to read this letter.

J. Douglas Kehr
5109 Edinburgh Waye
Jefferson City, Mo. 65101

P201004309

Reference #SR-2010-0026

I find it hard to believe that you can be asking for a 29.2% increase in sewer rates when we are in a recession. It is unrealistic to ask customers to increase their expenses by 29% when most people are receiving a zero percent pay increase or even worse yet are left without a job (more than 10% are unemployed nationally and over 7% in Jefferson City alone, which is a 78% increase in the two years you are comparing your expenses to). If every provider of necessities increased their rates by 29% where would the money come from, people already have a limited amount of resources to spread around. In addition, you are asking for annual revenues to increase by \$284k to cover new equipment costs of \$200k. How does that make any sense to the consumer? If anything this should be a one-time increase, what are you going to do with the extra money in future years? I understand that you say operating increases increased the last two years, my advice is for you to cut the waste in your organization just like every other business and consumer is doing in this environment.

Furthermore, the rates are too high to begin with. Our water bill is approximately \$500 a month while our sewer bill is approximately \$2,200 a month. This is telling me that it four times more costly for your organization to take the waste and treat it then it does for us to get the water. This simply is unacceptable. I think your organization needs to table an increase until you can obtain funding and pay it back over several years, instead of asking the consumer to pay these costs upfront.

Sophia Kroll

P2010 04681

Last Increase 19.50 → 44.79

RECEIVED
Sept. 16, 2009
Data Center
Missouri Public
Service Commission

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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

RECEIVED
SEP 16 2009
UTILITY OPERATIONS
DIVISION

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Thomas Kulp Phone: 573-636-4784

Address: 2801 Foxdale Dr. Jefferson City, MO 65109

P201004682

RECEIVED
Sept. 16, 2009
Data Center
Missouri Public
Service Commission

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Tom Lauf Phone: 620-3359

Address: 2800 Foxdale Dr
JC Mo 65209

UTILITY OPERATIONS
DIVISION

SEP 16 2009

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P201003431

RECEIVED

AUG 31 2009

Richard Lawrence
2817 Covey Lane
Jefferson City, MO 65109

Records
Public Service Commission

August 27, 2009

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

RR RECEIVED
AUG 31 2009
UTILITY OPERATIONS
UTILITY DIVISION
DIVISION

Re: Aqua Missouri Requested Rate Increase

Gentlemen:

I was appalled when I received your notice about another requested rate increase for Aqua Missouri. We attended the meeting in Jefferson City the last time they requested a rate increase and was very disappointed in the approved increase. Now they are at it again.

Our water bill averages \$18.16 per month. Their proposed rate would be more than 3 times our water bill. Why aren't the rates based upon your water usage? Their rates are outrageous. If they can't keep a check on their expenses, then they shouldn't be in business. Why do they have declining revenues when the population and new homes increase every year in the areas they serve? Should we pay for their ineptness? I realize they may have system upgrades but this should be paid for over the lifetime of the upgrades. When we attended the meeting last year, we found out there were customers who had never paid for sewer usage because they had never been billed. Has this matter been followed up?

Please take notice of our displeasure in reviewing this requested increase.

Sincerely,

Mr. and Mrs. Richard Lawrence

Mr. and Mrs. Richard Lawrence

Ral/dl

Cc: Office of the Public Counsel

P2010 04067

RECEIVED

SEP 09 2009

James Robert Lea
8610 North Shore Drive
Eugene, Missouri 65032
Telephone (573) 496-3615

Records
Public Service Commission

RECEIVED

SEP 08 2009

August 31, 2009

UTILITY OPERATIONS
DIVISION

Case Numbers: SR-2010-0026 and WR-2010-0027

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

Dear Commissioners:

This letter is in reference to Aqua Missouri, Inc.'s request before the Commission to increase both water and sewer rates at Lake Carmel Estates, located in southern Cole County.

First I was quite disturbed to receive a notice addressed to "Jefferson City Initial Customer Notice" requesting an increase in the sewer rates and the next day receiving another notice addressed to "Lake Carmel Initial Customer Notice" requesting an increase in both sewer and water rates (both dated August 11, 2009). This should be an indication of how the management of this company operates their business.

Below is a table of information taken from my actual water/sewer bills over the past ten years. Although the water/sewer company operating at Lake Carmel Estates has been sold twice in the past ten years, rates have increased dramatically since 2005.

Year/Company	Sewer Rate	Water Rate	Customer Charge
1999/Capitol Utilit.	\$22.53/month	\$1.87/1,000 gal.	
2000/AquaSource	\$22.53/month	\$1.87/1,000 gal.	
2001/AquaSource	\$22.53/month	\$1.87/1,000 gal.	
2002/Aqua Source	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2003/Aqua Source	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2004/AquaMissouri	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2005/AquaMissouri	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2006/AquaMissouri	\$27.75/month	\$2.27/1,000 gal.	\$4.61/month
2007/AquaMissouri	\$27.75/month	\$2.27/1,000 gal.	\$4.61/month
2008/AquaMissouri	\$44.79/month	\$2.52/1,000 gal.	\$5.12/month
2009/AquaMissouri	\$44.79/month	\$2.52/1,000 gal.	\$5.12/month

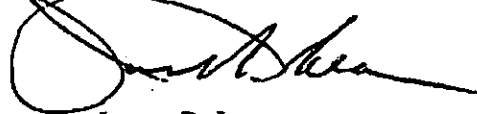
Missouri Public Service Commission
August 31, 2008
Page 2

AquaMissouri rates for sewer, water and the monthly customer charge has almost doubled since 2005. With the exception of the water tower that was installed I have not seen any improvements to the water and sewer system other than normal maintenance since 2004. AquaMissouri's notice to the Lake Carmel customers states the "primary reasons for the water increase are investment in upgrades to a well house, new meters and fencing, and increased expenses over the past two years". You should be asking what the upgrades were to the well house and where the new meters were installed. I have the same meter that was installed in 1987 when we moved to Lake Carmel. As for the fencing, that was a requirement of all public water systems after the 9/11 attack, why are we paying for it now? The water system already has chlorination/dechlorination equipment installed. Please find out if the equipment is working or if the Missouri Department of Natural Resources is requiring new equipment or if AquaMissouri just wants to upgrade the system so they can expand their customer base. If it is the latter, it is not the customer's obligation to increase the company's ability to service future customers, that is an opportunity for private investors.

As for the sewer system, I hope you thoroughly investigate the need for upgrades. Is it based upon regulatory considerations or is it based upon the need to expand future development. There has been an ongoing battle between AquaMissouri and the developer of Lake Carmel Estates (Becker Development) over expansion of the water and sewer system. Both parties knew the capacities and limitations of these systems when they acquired them. The current customers should not be caught in the middle of this dispute and should not have to pay for new expansions. In these tight economic times everyone has to tighten their belt. This is not the time for another bailout of a company that obviously has not invested in their own future.

Thank you for the opportunity to comment on these proposals. If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "James R. Lea", written over a horizontal line.

James R. Lea

cc: Office of the Public Counsel

From: Gary Lehman [vbtiger@msn.com]

Sent: Sunday, August 16, 2009 7:48 AM

To: Water.Sewer

Subject: sewer rates increase

Hello, we recently received a notice from Aqua Mo saying our sewer rates will be increasing 13.08 from 44.79 to 57.87. I can't believe we are already paying almost \$45 for sewer and now they want to charge almost \$58 for sewer. This is ridiculous. We moved to Wardsville from inside the Jefferson City city limits last year. Our sewer bill in Jefferson City was only around \$15. We are already paying 3 times as much. Furthermore, we talked to our neighbors and they said Aqua Mo increased their rates last year from some where around \$27 to where it is now. So basically they are doubling their rates in 1 year. That just isn't right. With people losing their homes and jobs and the recession, they want people to pay \$58 just for sewer? I really wish I could get the sewer service thru someone else cause this is outrageous.

Thank you,
Gary Lehman

P201003239

(cld) I was a witness at the last meeting they had. I said that everyone in the meeting will not complain if we pay for getting a service. The PSC granted an increase and we have only seen the trucks 4 times in our neighborhood. They do not come out here. Why should we pay for an increase when we are not getting a service. I think by law they are suppose to test the lagoon every so often and they are not doing it. Why should we pay for this. Our bills don't have a local address or local phone number to contact company. I expect a phone or address where I can see or talk to the local people. I called there phone number and it is in Harrisburg, PA. They tell me that this phone call is being recorded and asked for a recording and they tell me they can't give it to me. You don't have to give it to me I will pay for it. I just want t copy. They said no. I also said I want the address for local people and they said they are not allowed to give that information out. They don't deserve any raise. When we have the next meeting someone from the AG's office should be there. So that I can find out if I can legally request a copy of the tape of the phone conversation. I think the should go to jail or prison.

James Linhardt

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

Dear Public Service Commission:

As a member of Lake Carmel Estates Association Inc. I have several concerns about the rate request made by AQUA Missouri Inc.

It has now come to my attention that other communities in the area are receiving these letters. So who is going to be getting exactly what from this increase? It would be nice to see a professional analysis sheet of where they plan to spend this money. Unfortunately, it seems we are just supposed to assume someone somewhere is getting improvements. Since this seems to be more of a cooperative effort than a business venture, I would like to know exactly what we are getting from the increase.

We cannot be dealing in generalities with these letters since so much money is being requested. How will we know if they ever spend the money evenly among all parties involved? If this were a cooperative I could see everyone pooling their resources, however I do not believe this to be the case. I thought this was a business designed to serve multiple communities (even if it is dealing with restricted income due to set rates) by using excess funds to make routine repairs and upgrades?

It seems AQUA MO has run into a similar problem that rental companies and apartment renters encounter. They may not have saved enough or made enough maintenance steps along the way to handle the ever changing and degrading properties they own. I would like to point out that this is exactly why everyone can't afford to be in that business either. Sure it makes money if you are not concerned about raising your prices or can get out of the business before you have to put money back into the property. Neither of these choices should be an option for this company. They should be allowed the cost of inflation and that is all.

This appears to show that AQUA MO did not plan well at the start and likely is not able to handle as many customers as they originally projected. I just hope you can look at their books and assure us the customers that they have been spending fairly and saving for rainy days in a judicious manner. Also hopefully the money is being spread evenly between all concerned parties. Our last major upgrade was in 2004.

If they have been doing all they can to scrape by then I guess all we can do is ask them to keep scrapping by since we really cannot afford these cost increases. Just a reminder that since 2005 when they first approached the PSC they wanted over 200% in increased rates just for the water. It looks to me that they are going to just keep coming at you until they get what they want. Today we are paying \$17.72 for 5000 gallons and in 2006 we were paying \$10.20. That is getting rather close to a 100% increase or double our water bill in less than 4 years. I wish I had the sewer bills to compare but I think I would be even more upset.

Thank you for your time and consideration,
Carla Love

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

Dear Public Service Commission:

As a member of Lake Carmel Estates Association Inc. I have several concerns about the request made by AQUA Missouri Inc.

I would like to start by expressing my concerns about how AQUA MO has conducted business with our community. The sewer system and additional property alongside the lagoons were provided free of charge to AQUA MO by the developer. It was not a decision made by the community, and so we have been stuck with this company. It has been our understanding that the two parties were going to work together to make further developments. Now it seems neither were on the same page and we the customers are left to pay for items that should have been handled by other means.

AQUA MO did add the water tower in 2004. This is greatly appreciated and I feel we are paying for that appropriately with this last years increase. Also that increase should have made it possible for regular maintenance. This years request for an increase in charges cannot be justified with the reasons provided in their letter.

If Aqua MO had declining revenue it would only have been from lost customers across the state or country that were able to find another company that could replace them. As for the Lake Carmel community they have had four new homes added to the system since the last rate increase. This is a direct increase to revenue.

Increased operating expenses would not seem feasible since they have maintained only one employee for our area and the billing system is automated. The only operating expenses were routine maintenance. After speaking with a DNR employee I learned that we already have chlorination and dechlorination systems, however it is not a top of the line system. It does seem to be a functional system that likely did not cost a huge sum of money.

The addition of any wastewater treatment equipment would be expensive I agree, however there are some fundamental political and social challenges with this being charged in increased fees to us in this way. We have the system that handles our needs. If the DNR is forcing the changes then I guess we need to address this more openly. It should be right out there in the letter. If it is to make improvements to handle more homes then we have a very different situation. The increase in cost should be handled by the new customers.

I believe if this is a business they are entitled to expand and make a profit. However we should not be targeted to provide them the capital to grow their business. That is for stockholders or banks to provide. This is as bad as the electric company trying to get everyone else to pay them in advance for developments in their system. I would think like most people/businesses they should get stockholders, banks to provide a loan, government grant, or a bond issue that they could pay back with new customer's charges.

If AQUA MO had wanted to increase customers they would have had time many years ago to expand the size of the lagoons. Because they chose not to do this now they are likely restricted by DNR to more costly treatment options. This also caused them to restrict the developer's ability to add new homes that could be developed at the lake. We should not be the source of money for them to develop a larger system.

Hopefully you are also considering the following issue in your decision. We are being asked to meet rather high fixed costs when we look at other communities in the area. Lake

Carmel homeowners already pay higher rates than other communities in the area. The towns of Eldon, Russellville, Jefferson City, Wardsville and St. Martins are paying monthly fixed costs of about \$18-30 a month for sewer/ water. This increase will make our fixed cost about double these others in the area. My family of three is already paying \$70 a month when you include water charges.

A final question is why they addressed the two letters as they did. One notes in heading "Jefferson City initial customer notice" and the second "Lake Carmel initial customer notice". Are these increases not taking place across the entire AQUA MO customer base? If so, why wouldn't they address it "AQUA MO customer"? The increase in rates would never generate the revenue they are quoting since we only have 40-50 full use accounts at most at the Lake. If they are just trying to raise our rates to upgrade the system then again I reiterate it is not our job to support and increase the size of their business. We are current customers and should be paying for the service and the systems standard, required upkeep. Any long term repairs (such as replacing main lines and work on the well house) should have come from setting aside funds over previous years.

Thank you for your time and consideration,
Carla Love

P201604279

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

RECEIVED

SEP 11 2009

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

**Records
Public Service Commission**

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Jimmy & Linda Martin Phone: 573-636-7301

Address: 2843 FOLDALE DR

September 7, 2009

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

R E C E I V E D

SEP 10 2009

UTILITY OPERATIONS
DIVISION

ATTN: Water/Sewer Dept.

Dear Sir/Madam:

Although I have submitted an e-mail protest against this proposal, when this form was placed at our house today, I was happy to expound on the 500 characters that were allowed in the e-mail.

First, I think this memo says it all. The economy isn't good, people and businesses are cutting expenses, and Aqua Missouri is asking for a large increase (AGAIN!) This is ludicrous!

My husband and I were told that there WILL NOT be a Social Security increase for two years, but that Medicare will increase. Therefore, this is a loss of income—not a gain!

So, what is the problem with Aqua Missouri? Is it greed? Poor management? Just plain crooked? And WHY are you even considering another large increase for Aqua Missouri?

The rest of us have learned to cut expenses and live on a smaller budget, and I think Aqua Missouri should have to do the same!

Sincerely,



Carole Martin

2843 Foxdale Drive
Jefferson City, MO 65109

P201004072

RECEIVED

Date: 9/1/09

SEP 09 2009

RECEIVED

SEP 08 2009

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102
1-800-392-4211

Records
Public Service Commission

UTILITY OPERATIONS
DIVISION

To Whom It May Concern: Aqua^{of}, MO

I am opposed to any increase in water rates. I have seen no improvements in Spring Valley's water system. Only changes in Name to whom the payments are sent to. The prices that are charged now are to high.

Comments: For 2 people our water bill runs \$40.00 a month
That does NOT include sewer or trash. We do NOT have fire
protection, because we have NO fire hydrants, some of the
lines are old and are NOT big enough for a fire hydrant
This will be our 3rd INCREASE, with NO up grades

I feel the prices are too high now.

Sincerely, Amy E. Mason

1525 W. Lakeland Dr.
address OZARK MO

P201004259

Re: Aqua Missouri Inc.
Increase - annual sewer operating revenues for Jefferson City area

This is in response to the notice dated August 11, 2009. After checking my records, I note that Aqua Missouri has increased their rates twice since 2006. The increase in November, 2006 reflected a 23% increase in the flat rate for residential, from \$22.53 monthly to \$27.75 monthly. Again, in November, 2008 there was an increase; this time 61%, from \$27.75 monthly to \$44.79 monthly. Thus, there has been a 98.8% increase in two years. Now they are seeking an additional 29.2% increase.

While I understand the possible need for new equipment, I question the statement, "...declining revenue over the past two years." Their revenues should only have increased due to the 98.8% increase. Usually a loss in revenues is caused by a loss of customer base. As there is rarely competition or choice of sewer service providers, I do not understand what could have caused a loss in revenues.

There is nothing to prohibit Aqua Missouri from requesting another request in the next year or two or sooner. The cost for these sewer services could easily double again very quickly.

I object to this request in any amount. Please consider carefully, the necessity of such an increase or any increase. Thank you.

Donna K. Melcher
William H. Melcher
411 Highland Waye
Jefferson City MO 65101

P2010 03072

From: Pat Mergen [pkmergen@yahoo.com]
Sent: Monday, August 24, 2009 2:28 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Case Number SR-2010-0026

I am writing in response to the request by Aqua Missouri, Inc. (Aqua) for a permanent increase in the sewer rates for Jefferson City. It seems like it was just yesterday that we were faced with a similar request. In fact, it was just last year, in 2008, that Aqua requested and was granted a rate increase. While the rates did not increase as much as they had requested, in October of 2008, they did receive an increase of over 80%. Now they are requesting another 29.2% increase. Is this going to become an annual increase?

In our subdivision of 18 homes, which is served by a lagoon, I can't believe that it costs Aqua over \$1000 per month to maintain and service the lagoon. Prior to Aqua and their predecessors gaining control of the lagoon in the early 1990's, the subdivision residents maintained it for less than \$50 per month, with money left over for a neighborhood picnic every year. When Aqua gained control - at very little cost to them - they talked of installing a pump station -- that has never happened. They did installed a new fence several years ago and in 2007 replaced some manholes.

These two items are the only upgrades they have made to our system, that I am aware of, in a number of years. Besides cutting grass and testing the lagoon (I'm assuming they do test the lagoon) they have little expense with our lagoon. They say they have made system upgrades and capital improvements that amount to \$200,000. The request also sites declining revenue over the past two years. They have already had two rate increases in the past 3 years and are now seeking a third rate increase in the same period. Perhaps they need to bill the customers that have had these improvements, because we haven't seen this type of expenditure in our subdivision.

In addition, one third of our subdivision residents are retired individuals living on limited, fixed incomes. I'm sure the type of increase that Aqua is requesting will be a hardship on these people. I wonder if it becomes a matter of sewage service or food and medicine what will happen. Does Aqua want customers to choose between sewage service and other necessities?

I hope in your evaluation of the company, you will review the salaries of the management of Aqua. Are their salaries in line with managers of similar sized companies? Did they receive significant pay increases this year? I doubt that anyone in our subdivision is making the type of salary these managers are making, and those of us who are able to work are hard working individuals. We are not sitting in an office waiting for the monthly fees to arrive in the mail.

I ask that you investigate this request thoroughly and determine if another rate increase so soon is really necessary. I also hope I don't have to write this type of letter again next year. Perhaps I should develop a form letter that I can submit every year if Aqua continues to seek annual rate increases which in my opinion are too excessive.

Thank you,

Pat Mergen
5809 Horseshoe Dr.
Jefferson City, MO 65109
573-635-8139

P2010 04277

RECEIVED

SEP 10 2009

To whom it may concern:

UTILITY OPERATIONS
DIVISION

Regarding: Case # SR-2010-0026

I am appalled with the proposed second rate increase in one year. If you, the PSC, approve this, the amount will more than double in one year. I think this is totally unacceptable. I have other bills to pay and some of them, likewise, are going out of sight. Sure hope you reconsider.

I have no complaints about service. I did notice the typo errors in the customer notice.

Thanks,
Marlis Meyer
2613 Idlewood Rd
Jefferson City, Mo. 65109

RECEIVED

SEP-11-2009

Records
Public Service Commission

P201004394

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Ahmad & Glenda Meysami Phone: (573) 635-6499

Address: 2829 Foxdale Dr.

UTILITY OPERATIONS
DIVISION

RECEIVED
SEP 14 2009

RECEIVED²

SEP 14 2009

Records
Public Service Commission

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

RECEIVED³

SEP 14 2009

Records
Public Service Commission

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

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Ardes h.v. Mexsam Phone: 893 2380

Address: 2910 Cantaberry Dr.
Jefferson City

P2010 04374

RECEIVED

P201004276

SEP 11 2009

5421 Bradford Ct.
Jefferson City, MO 65101

*Records
Public Service Commission*

September 4, 2009

RECEIVED

SEP 08 2009

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

UTILITY OPERATIONS
DIVISION

RE: Notice of Increase to Annual Sewer Operating Revenues
Case Number SR-2010-0026

Dear Commissioners:

I am writing to you in response to a customer notice that I received from Aqua Missouri by mail on August 17, 2009. This notice outlines a request to increase their annual sewer operating revenues for the Jefferson City Area by 29.2 percent. Frankly, I am appalled at this request. I was already shocked by the current rates and sense that Aqua Missouri may be overcharging customers for the service fees in this district in order to increase profit margins and/or distribute costs from higher maintenance systems. I would like to see a detailed explanation of the system upgrades that they claim as the reason for requesting the rate increase and also a detailed list of their current and future operating expenses that would justify such an increase to an already high rate.

To my knowledge the treatment system servicing my subdivision (Helias Drive Wastewater Treatment Plant) consists of small gravity fed concrete settling/aeration tanks that may or may not include chemical treatment and the effluent discharges directly to a nearby stream. It is also my understanding that most of sewer systems owned and operated by Aqua Missouri in the Jefferson City Area (District #4) are made up of these types of small, localized treatment stations which are primitive compared to some of the larger neighboring districts and lack the more sophisticated chemical treatment processes. According to my resources, the operating costs for the type of system servicing my subdivision are usually much lower compared to larger, more complicated, integrated systems. My background is environmental engineering and part of my current job involves regulation of hazardous waste disposal and oversight of waste treatment processes. I have extensive knowledge in environmental protection practices. I am skeptical that this sewage treatment system has a need for \$200,000 in system upgrades and if so I surmise that only a small portion of that, if any, will be used on the system that serves my subdivision. Again, I request to see detailed plans showing the type of treatment system(s) currently in use, number of households served by each system, itemized operating costs for each system in this district, and details of the proposed upgrades, including detailed cost estimates.

Furthermore, I do not feel that Aqua Missouri is justified to include the costs for upgrading outdated treatment system equipment in order to stay in compliance with current environmental regulations and recoup declining revenue from previous years as stated in their notice. These should be covered by their corporate stakeholders as part of normal business practices/financial planning and not passed along to the customer as an additional charge. I should not have to pay

to correct deficiencies in their system or pay for their poor financial management. I would like to see further investigation into their current revenue requirement. I also feel that the fees I am paying for my particular treatment system may be inflated to compensate for costs of higher maintenance systems owned by Aqua Missouri in other areas.

My current sewer rate of \$44.79 per month is much higher than fees of neighboring districts. I have recently moved from a residence that was located in Jefferson City Public Water Supply District #2 which is only a few miles from where I live now. I am enclosing copies of my statements detailing monthly rates for that district. As recent as March 2009, the monthly rate for sewer was only \$13.80 per month. I understand that District #2 probably serves more customers which would tend to lower individual rates, but it is probably also a larger, more advanced treatment system with a higher operating cost. Therefore, the cost per household should be comparable given the similar demographical and geological setting. I agree that Aqua Missouri should be allowed a reasonable return on their investment, however an increase to \$57.87 monthly flat rate per household for sewer alone seems ludicrous compared to rates of neighboring districts given the type of treatment systems in use. I do not believe this is a just, reasonable, and affordable rate and that regulation should be used to serve as the pseudo-surrogate for competition to mitigate price gouging.

I recommend that if Aqua Missouri needs to set a higher rate to meet their revenue requirement that they look at other alternatives such as rates based on water usage and/or the operating costs of the treatment system that a particular household is connected to instead of going with a flat rate per household. This would seem a more fair option under the current economical situation for those who do not generate as much sewage or who are not connected to high maintenance systems. There may also be an option for Aqua Missouri to apply for federal stimulus money through the American Recovery and Reinvestment Act of 2009 to assist with infrastructure upgrades without passing along costs to the customer. Is this being looked into? I also suggest that Aqua Missouri host a public meeting to explain to customers the specifics about the operating revenues increase, other options being considered, and allow customers the opportunity to ask questions and voice opinions on rate increases.

I will also add that if Aqua Missouri is granted this rate increase, I will be reporting Aqua Missouri to my Attorney General's Office and also the Better Business Bureau for further investigation into their business practices.

Thank you for your time and attention to this matter.

Sincerely,



Shawn Muenks, P.E.

cc: Office of the Public Counsel
Attn: Water/Sewer Dept.

Enclosure

SEND PAYMENTS TO

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd

ACCOUNT NO		(573) 635-7011		
02055806				
DATE BILL MAILED	FROM	SERVICE TO	DAYS USED	
02/28/06	0	2/24/ 02/23/	30	
PREV. READING	PREV. READING	GALLONS USED	AMOUNT	
1152	1186	3400		
WRA	WATER		12.90	
SEW	SEWER		12.58	
URA	USER FEE		0.14	
	FIRE PROT		0.00	
	Tax		0.13	
PREVIOUS BALANCE 0.00				

CURRENT DUE DATE	AFTER DUE DATE	BY DUE DATE
03/15/2006	AMOUNT DUE 26.50	25.85

2422 B EAST MCCARTY ST

NOTICE: RATES WILL INCREASE FOR CUSTOMERS USING OVER 1000 GALLONS BY \$.55 PER 1000 GALLONS

SEND PAYMENTS TO

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd

ACCOUNT NO		(573) 635-7011		
02055806				
DATE BILL MAILED	FROM	SERVICE TO	DAYS USED	
03/31/06	02/23/	03/22/	27	
PREV. READING	PREV. READING	GALLONS USED	AMOUNT	
1186	1216	3000		
WRA	WATER		12.50	
SEW	SEWER		12.68	
URA	USER FEE		0.14	
	FIRE PROT		0.00	
	Tax		0.13	
PREVIOUS BALANCE 0.00				

CURRENT DUE DATE	AFTER DUE DATE	BY DUE DATE
04/15/2006	AMOUNT DUE 26.08	25.45

2422 B EAST MCCARTY ST

NOTICE: RATES WILL INCREASE FOR CUSTOMERS USING OVER 1000 GALLONS BY \$.55 PER 1000 GALLONS

SEND PAYMENTS TO

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd 3-50

ACCOUNT NO		(573) 635-7011		
02055806				
DATE BILL MAILED	FROM	SERVICE TO	DAYS USED	
02/28/07	01/24/	02/20/	27	
PREV. READING	PREV. READING	GALLONS USED	AMOUNT	
1597	1631	3400		
WRA	WATER		12.90	
SEW	SEWER		12.58	
URA	USER FEE		0.23	
	FIRE PROT		0.00	
	Tax		0.13	
PREVIOUS BALANCE 0.00				

CURRENT DUE DATE	AFTER DUE DATE	BY DUE DATE
03/15/2006	AMOUNT DUE 26.49	25.84

2422 B EAST MCCARTY ST

SIGN UP TODAY FOR BANK DRAFT PAYMENTS NO CHARGE TO YOU IT'S FREE

SEND PAYMENTS TO

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd 4-30

ACCOUNT NO		(573) 635-7011		
02055806				
DATE BILL MAILED	FROM	SERVICE TO	DAYS USED	
03/30/07	02/20/	03/21/	29	
PREV. READING	PREV. READING	GALLONS USED	AMOUNT	
1631	1661	3000		
WRA	WATER		12.50	
SEW	SEWER		12.58	
URA	USER FEE		0.23	
	FIRE PROT		0.00	
	Tax		0.13	
PREVIOUS BALANCE 0.00				

CURRENT DUE DATE	AFTER DUE DATE	BY DUE DATE
04/15/2006	AMOUNT DUE 26.07	25.44

2422 B EAST MCCARTY ST

SIGN UP TODAY FOR BANK DRAFT PAYMENTS NO CHARGE TO YOU IT'S FREE

SEND PAYMENTS TO

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd 9-7-08

ACCOUNT NO		(573) 635-7011		
02055806				
DATE BILL MAILED	FROM	SERVICE TO	DAYS USED	
08/31/08	07/22/08	08/20/08	25	
PREV. READING	PREV. READING	GALLONS USED	AMOUNT	
2225	2257	3200		
WRA	WATER		12.70	
SEW	SEWER		13.80	
URA	USER FEE		0.23	
	FIRE PROT		0.00	
	Tax		0.13	
PREVIOUS BALANCE 0.00				

CURRENT DUE DATE	AFTER DUE DATE	BY DUE DATE
09/15/2006	AMOUNT DUE 27.50	26.86

2422 B EAST MCCARTY ST

FOR ANSWERS TO ALL YOUR SEWER QUESTIONS CALL 573-635-6300 THEY WILL BE HAPPY TO HELP YOU!

SEND PAYMENTS TO

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

ACCOUNT NO		(573) 635-7011		
02055806				
DATE BILL MAILED	FROM	SERVICE TO	DAYS USED	
03/09/09	02/24/09	03/09/09	13	
PREV. READING	PREV. READING	GALLONS USED	AMOUNT	
2575	2589	1400		
WRA	WATER		6.50	
SEW	SEWER		13.80	
URA	USER FEE		0.23	
	FIRE PROT		0.00	
	Tax		0.07	
PREVIOUS BALANCE 0.00				

CURRENT DUE DATE	AFTER DUE DATE	BY DUE DATE
04/15/2006	AMOUNT DUE -9.40	-9.40

2422 B EAST MCCARTY ST

PLEASE DO NOT USE STAPLER OR TAPE ON BILLS THANK YOU

P20104397

RECEIVED

SEP 14 2009

RECEIVED

September 9, 2009

SEP 11 2009

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

UTILITY OPERATIONS
DIVISION

Subject: Case Number SR-2010-0026 (Proposed Rate Increase)

My wife and I are residents of a small subdivision, Shagbark Circle, located in Cole County. The subdivision's sewer system is maintained by Aqua Missouri Incorporated. I am writing in opposition to a proposed 29.2 percent in sewer system rates proposed by Aqua Missouri.

In the past two years my sewer bill has increased by over 62 percent and Aqua Missouri wants more. It seems to me that every year they come to the PSC asking for a large rate increase with the expectation of getting a sizable portion of it. And it appears to be working for them. In its request Aqua Missouri bases part of its request for an increase on a decline of revenue. HOW CAN THIS BE? When you have been given a 62 percent increase in rates over the past two years. Either Aqua Missouri does a very poor job of running its business or they're just trying to stick it to customers who have no choice but to pay.

Again, I don't believe a rate hike in our sewage fees is justified. The 31 families in our subdivision already pay \$ 16,662 annually or over \$166,188 for a ten year period. That seems like a lot of money to maintain a system that WE originally bought and paid for. When the Subdivision was built the developer installed the sewer system and the small treatment facility. The cost of the installation of the sewer system was shared by the property owners as part of the cost of building lots. Initially the property owners in the subdivision maintained the system, but later turned the system over to the county at no cost.



Albert G Nichols
3712 Oakridge Rd
Jefferson City, MO 65109

P2010 04382

Sent: Friday, September 11, 2009 3:50 PM

To: Water.Sewer

Cc: Judy Nowack

Subject: Case # SR-2010-0026

From:

Richard A & Judith A Nowack

12016 County Rd. 4001

Holts Summit, MO 65043-2538

To:

Public Service Commission

Attn: Water/Sewer Dept.

P.O. Box 360

Jefferson City, MO 65102

September 11, 2009

Re: Case # SR-2010-0026

We live in Big Sky subdivision, County Rd. 4001, Holts Summit. This area has approximately 25 homes, all newer. We do not feel that we should have our rates adjusted/increased.

When we moved into this neighborhood in December of 2006 the rates were \$22.53 per household. Now we are being charged \$44.79 and Aqua Missouri is asking to increase the rates to \$57.87. This seems exorbitant. We do not receive full service, as we are responsible for:

- septic tanks holding the solids
- having the tanks pumped when necessary
- electric control panels to pump the liquids to the treatment site
- float systems
- electricity to operate the panels
- any and all repairs necessary for this system. Those repairs can be quite expensive.

People in Jefferson City are paying approximately \$17.05 for full service.

We already feel that \$44.79 is beyond affordable. Perhaps Aqua Missouri should look at ways to increase their efficiency. Many businesses operate in the red until they reach a certain point, or invest capital up front in order to be able to operate at a profit.

Please give this matter very serious consideration.

Thank you,

Richard & Judy Nowack

P201004251

Subject: Comment on Case #SR-2010-0026

I have comments regarding the recent proposed rate increase for Aqua Sewer, reference # SR-2010-0026. I feel the proposed rate increase is a ridiculous request and should not be approved. Over the duration of 2 years, I have FREQUENTLY called Aqua Sewer & complained about the awful smell coming from our lagoon. I receive no call back, however, when I call to see if anything has been done their answer is always the same, "We had a guy go check on it & all the defibulators are working." That is the end of it always. No answers such as "We are going to put more defibulators in" or "we will try to fix the problem". It is always just sorry about your luck & your neighborhood smelling like sh*t, too bad for you. I understand not everyone is willing or has the time to submit a comment about the awful smell but if you go to Cedar Valley Road & ask anyone personally they will tell you the EXACT same thing. Several people in our neighborhood have called repeatedly & got the same response..... NOTHING. Why should we have our rates raised when our lagoon isn't being taken care of properly in the first place? Shouldn't we have the satisfaction of fresh air before they start charging us an outrageous rate? We will pay the higher rate & our neighborhood will still stink because they got the rate approved, why should they do anything about the smell, they have gotten away with not doing anything about it for this long.

Sincerely,

Catina Nutter

1704 Cedar Valley RD

Jefferson City, MO 65109

Missouri Public Service Commission
Consumer Complaint-Inquiry

Complaint **New**
Complaint/Inquiry No. **C201001902**
Mode of Receipt **N/A**
Service Type **Residential**
Other **N/A**
Utility Type **Sewer**
Utility Company Name **Aqua Missouri, Inc. (CU)-(Sewer)**
Priority **Response within 3 business days**
Complaint Issue **Rates/Tariff**
Complaint Sub Issue **Oppose Rate Increase**
Consumer's Account No. **N/A**
Additional Name **N/A**

<u>Account Name</u>		<u>Reporting Party</u>	
First Name	Emil Jr	First Name	N/A
Middle Initial	G	Middle Initial	N/A
Last Name	Ortmeyer	Last Name	N/A
Street Address	2826 Foxdale Dr	Street Address	N/A
Mailing Address	N/A	Mailing Address	N/A
City	Jefferson City	City	N/A
State	Missouri	State	Missouri
Zip	65109	Zip	N/A
County	Cole	County	N/A
Home Phone	573-659-8780	Contact Phone	N/A
Work Phone	573-761-9990		
Cellular/Pager	573-338-9990		
Fax	573.761.9985		
E-Mail	N/A		

Preferred Contact Time **From 8:00 AM To 3:30 PM** **Contact Place** **Work**

Preferred Contact Method **Letter**

Complaint/Inquiry Description **Rate increase requested excessive. I have lived in this area since 1994 and our rates increased from \$22 to approx \$47 per month and now another rate increase requested. I believe this company is trying to recover all their capital expenditures when maybe they paid too much for the original purchase. Rates should allow for a reasonable rate of return on investment plus current maintenance costs, however, I have not seen or heard of any significant improvements in our area except for a fence .**

Date Filed **9/9/2009 2:03:25 PM**

P201004262

Hello,

I am a Jefferson City area resident who received the notice regarding the request from Aqua Missouri, INC to raise residential rates. While I do recognize that the upgrades are probably legitimately needed. I also realize that many area residents and business' are also dealing with a poor economy and rising cost in everything at the same time. I think that it is very easy for a company to say they need extra money to cover the cost of a project and not first look internally for ways to save money but simply go to it's customers and increase the cost of the services. Possibly the resolution to their funding is two part, one cutting cost internally and two raising rates, but not as high as proposed in the letter. If and only if all other avenues of generating income have been explored and they can't come up with the funding, then they can look to raise the rates.

Thanks,

Terry & Stephanie Pettitt
2041 Sterling Ridge Rd
Holts Summit, MO 65043

P201004385

Sent: Friday, September 11, 2009 10:56 AM

To: Water.Sewer; mopco@ded.mo.gov

Subject: Sewer rate increase

I'm writing to voice my opinion about the proposed rate increase from Aqua MO for sewer rates. I live in a small, rural subdivision outside New Bloomfield, MO, Ryan's Lake. Our rates are already extremely high compared to rates of much larger areas. The rates increased by over \$10 less than a year ago. We have a small lagoon, visible from my home, and in the almost 9 years I have lived there, I have NEVER seen anyone performing any work on it. I'm not saying that it hasn't been maintained but I'm sure it hasn't required excessive attention that would require our rates to increase by that much. In fact, I lived at this address for almost 3 years before we were even contacted by Aqua MO about having to pay them for sewer services. I've found the company to be very unprofessional and not at all helpful when any of us have contacted them with questions about our services or bills. I sickens me to think we continue to give them more money for poor service. They may have made improvements and upgrades in larger areas but we have not seen any of this in with our lagoon and system. I strongly disagree that they deserve any type of increase and, in fact, I believe we are currently being over charged for the bare services we have at this time.

Jamie Pitzen

9443 Tasha Ln.

New Bloomfield, MO 65063

(573)680-4263

P201004398

GARY W. POFF
5119 COVENTRY WAYE
JEFFERSON CITY, MO 65101
573/636-3486

RECEIVED

SEP 11 2009

UTILITY OPERATIONS
DIVISION

September 8, 2009

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

RECEIVED²

SEP 14 2009

Records
Public Service Commission

Re: Case # SR-2010-0026

Dear Commissioners,

I am a residential sewer user. On September 7, 2008 our sewer rates were increased from \$27.75 to \$44.79. This was a 61.4% increase. The increase was not an inflationary increase nor was it based on the costs incurred in our subdivision sewer system. Aqua Missouri now is requesting another increase to \$57.87, an increase amounting to 29.2%. This would amount to an increase more than doubling our rates in two years. I would emphasize that the increase again is not based on the cost of the sewer system being used by our subdivision and obviously is completely out of relationship to an inflationary increase.

In today's recessionary economy, there is an extreme unemployment problem and a severe financial crisis. This is not the time to be raising costs. I understand the purpose of the Public Service Commission is to protect the consumer. The last increase was not justified and certainly this proposed increase is not justified.

It is time the Commission did its job.

Sincerely,


Gary W. Poff


Kathleen C. Poff

Public Service Commission
WATER SEWER DIST
JEFFERSON CITY MO

SR-2010-0026

DEAR SIR:

Respond To the Letter "AQUA"
I THINK WHAT I PAY FOR MY
SEWER IS WAY TOO MUCH.
FROM THE TIME WE HAD IT DONE, THEY
HAVEN'T DONE ANYTHING THAT I KNOW
OF MAYBE AT THE SEWER OUTLET.
NOW I RECEIVED A LETTER THEY WANT US TO
SIGN UP FOR 10.00 EACH MONTH FOR MAINTENANCE
I PAID FOR MY MAIN LINE - PLUS MAN HOLES.
PLUS LINE FROM HOUSE TO MAIN LINE FOR
HOOKUP.

MY LOT IS 75' WERE THEY WANT THROUGH
I PAID JUST AS MUCH AS ONE HAD 100'
OR 200' WE ALL PAID THE SAME

Water Used each Month

DATE	AMOUNT	REMARKS
1-20-09	900 gal.	
2-20-09	800 "	
3-31-09	600 gal	
4-30-09	800 "	
5-29-09	600 "	
6-30-09	800 "	
7-31-09	1500.00	WATERED GARDEN

Thank You
RECEIVED

AUG 24 2009

Public Service Commission
Records

James E Priest
3509 Wardsville Rd
Jefferson City MO

P201004399

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SEP 14 2009

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

Records
Public Service Commission

*We the undersigned oppose any increase in sewer fees proposed by Aqua Mo.
We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?
The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.*

Name: ARLA Qualls Phone: 634-8530

Address: 2813 Covey Lane
Jefferson City Mo 65109

UTILITY OPERATIONS
DIVISION

SEP 11 2009

RECEIVED

17201003429

Carl Roettgen
2424 Lakewood Road
Jefferson City, MO 65109-9119

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

Case number SR-2010-0026

August 25, 2009

Dear Commissioners,

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AUG 28 2009

RECEIVED

AUG 31 2009

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Public Service Commission

UTILITY OPERATIONS
DIVISION

~~Here we go again. Another year, another HUGE rate increase request by Aqua Missouri.~~

This month I received notice from Aqua Missouri, Inc. regarding their request to you for a permanent increase in their current sewer rates for Jefferson City Service Area customers.

Currently I am paying a flat fee of \$44.79 a month for their sewer service. They are requesting a 29.2% increase in this monthly fee to a rate of \$57.87! I feel that this is an incredibly large increase to an already high fee.

I am also a customer of Public Water Supply District #2. My monthly water bill averages about \$9.00. My last bill was for \$8.61 - 1900 gallons. Currently my sewer bill is about five times the amount of my water bill, with the 29.2% increase it will be up to six times my average water bill. I hope this seems as ridiculous to you as it does me.

I don't feel that a flat fee for sewer service is a fair business practice in the first place. I am a single homeowner and live alone yet I pay the same sewer rate as someone with ten people living in their house. I take one shower daily, flush the toilet maybe three times a day, do three loads of wash a week, run the dishwasher maybe twice a week, and they want me to pay \$57.87 a month to run this water down my drain. I don't understand why they can't base the monthly charge on the gallons of water used just as the city does with it's customers that also have water supplied by Public Water Supply District #2.

Just last year Aqua Missouri was granted a 61% increase in rates. 61%. I would be pleased to no end if my income would have risen by 5% during the same period, but alas, it hasn't.

I am asking you to please stick up for us consumers and deny Aqua Missouri's requested rate increase. I feel \$44.79 a month is already more than enough for the sewer service I receive. The general public is already suffering enough in today's economic environment and is likely to do even worse in the very near future. We do not want or need this added burden.

Thank you,



P201004266

To whom it may concern:

I have been a resident of the Ryan's Lake subdivision in New Bloomfield, Missouri for a little over 5 years now. When I moved into this subdivision, I was never contacted by Aqua Missouri, Inc. of the cost in sewer charges. It was by sheer luck that my neighbors introduced themselves to me a couple days after I moved in and informed me that I should contact them to set up my account. I did and have paid my sewer bill on time every month. Since I have been here, my sewer bill has increased from 22.75 a month to 44.79 a month. With the new proposed rate of 57.85 a month that will be an increase of \$35.10 a month, or 60.6% increase in the last 5 years.

Further, since I have lived here, it has been discussed among the residents here the fact that not everyone receives monthly statements from Aqua Missouri, Inc, nor does everyone pay their bills monthly. Aqua Missouri, Inc. states they need this pay increase to offset declining revenues over the last two years and to cover upgrades made to the system. I find that hard to believe since every house in this subdivision has now been occupied as of the last several months with the building of new houses over the past five years. The subdivision has doubled since I have been here. If Aqua Missouri, Inc., is requesting this due to declining revenues, I would offer they take a more proactive approach to ensuring they are receiving payments from those homeowners who are not submitting payments monthly and those they have never contacted to setup accounts. Those of us who do make our payments monthly should not be burdened even more in this declining economy to cover Aqua Missouri's, Inc lackadaisical approach to revenue collections.

I urge you to deny their request for a rate increase.

RE: Case #SR-2010-0026

Stacey Ross

P201004268

In reference to: Case SR-2010-0026:

To whom it my concern:

When we purchased our house 3.5 years ago, our Aqua bill for sewer services was about \$23 a month. A little over a year ago they jacked the price up to almost \$45 a month. We didn't say much then because their reason was high fuel prices. All of us know that the fuel prices came down a long time ago and our rates never did, instead, we are told that we will have to pay \$57.87 a month for our sewer! For the last 3.5 years my household's average monthly electric/gas bill was under \$80. That would mean, with Aqua's new price, that for several months out of the year, our sewer would cost more than our utilities!

As for service related problems, we have had many, and you can check their records for that. We live on a dead end culdesac over 200 yards uphill from their treatment station, and we have to smell all of our neighbor's sewage every summer evening/night. I have complained many times about their smell, and for some reason they can't figure it out. Maybe its because they can't smell it from their house!

The reasons for this price sky-rocket are not clear to me. I am a small business owner, and when I need new equipment, upgrades, or have unexpected costs, they come out of my overhead or profit. I don't get to raise my price everytime my company needs something, if I did, I wouldn't be in business much longer. It seems that Aqua has all of its customers caught in a monopoly, they are our only choice for sewer services and they know it. These monthly price hikes seem outrageous. To go from \$23 a month to \$44.79 and now \$57.87 in under 4 years is unacceptable. My neighborhood/household completely and totally disagrees with this price jump. When will Aqua get what they want per household per month?

Thanks for considering what we have to say.

Concerned Customer,

Seth Rudroff

Case Number: RS-2010-0026

P201003050

RDS RESIDENTIAL
DESIGN
SERVICES

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AUG 26 2009

*Records
Public Service Commission*

3910 AUTUMN WOODS LN. LOHMAN, MO 65053 (573) 893-4714 FAX (573) 632-1922

August 24, 2009

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

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AUG 25 2009

UTILITY OPERATIONS
DIVISION

RE: Aqua Missouri, Inc.

My husband and I are contesting the customer notice dated August 11, 2009, case # SR-2010-0026. We have spoken with the Office of the Public Counsel on Monday, August 17, 2009, regarding a petition to stop the above listed company from being approved to increase their rate.

We copied your office the letter sent to Aqua Missouri, Inc. dated November 7, 2008, claiming an unfair assessment rate increase of 61.4%. We started with this company in late June of 2008 and were paying \$27.75 per month. We received notification effective September 7, 2008 showing the new rate of \$44.79. We were outraged that your office approved the increased rate. Since your office was unable to find the letter contesting the rate increase, we hand delivered a copy of the letter to your office on December 31, 2008. We had the letter signed and dated by one of your staff. We received a courtesy call from your office stating that you had held a meeting in the Spring of 2008 and had decided that Aqua Missouri, Inc., was justified in making the huge rate increase. We rented a home outside Jefferson City limits and were charged \$23.22 per month for a full sewer service which reflects just how excessive our costs are for an operation of just purifying gray water.

We never received the meeting notice and so was unable to have input on the decision process.

We feel that a full investigation needs to take place for the following reasons:

- 1) We should have a map showing all Aqua Missouri plants by location along with names and addresses of those currently connected to each of those plants. Each plant should be responsible for their own maintenance since they are an entity of themselves.

- 2) We were not informed nor did we sign a contract that we would pay for other plants' operations, upgrades and maintenance. We paid \$10,500 to connect to our plant and are paying a monthly maintenance rate. Our plant was built only three years ago and doesn't need upgrades. Out of the eight lots our plant could serve, there are only two families using our facility.
- 3) Why doesn't the company take into consideration the amount of people residing at a home which would reflect how much usage it takes to purify the gray water?

Mr. Daniel Eikens, developer for Autumn Woods Estates, informed us that he put in the purification system along with ¼ acre of land for each connection point (eight in all) and handed the whole plant over to this company without any cost to them. The plant uses gravel and chemicals for cleansing the gray water which eventually goes into a stream. This requires little cost for operation and maintenance.

Another item you haven't taken into account is that we have our own septic tank and pump that takes care of the bulk of sewer waste.

On August 11, 2009, we received a customer notification informing us that they are requesting an additional \$13.08 per month rate increase.

It seems only appropriate that you revisit your last approval and rescind the September 2008 increase. We should be able to go back to the original amount of \$27.75 per month which is still above Jefferson City's full sewer service fees.

We as consumers cannot assume the responsibility of a company who is losing profits due to a decline and/or not enough consumers.

Thank you for your assistance regarding this serious issue of injustice to the consumer.

Cordially,


William & Annette Rule

xc: Aqua Missouri, Inc.
Office of the Public Counsel
Attorney General, Consumer Affairs
Ike Skelton, Congressman
Anita Yeckel, State Senator
Dan Eikens, Autumn Woods Estates

P201002598

Aqua Missouri, Inc. Rate Increase (SR-2010-0026)

Thank you for the opportunity to comment. Let me first start out by emphasizing that we are currently paying \$45 per month for simple sewer service. I don't have any particular problems with the service however I would suggest you compare these costs to other areas of Jefferson City. This cost appears to be excessive already. That is a cost of \$540 per year. The Median household income in Cole County is less than \$50,000 per family. I think allowing Aqua to increase the rates would be a bad decision, and to allow it to go all the way to \$58 would be absolutely ridiculous.

The total rate increase they are asking for is \$284,000 and they state they need this for \$200,000 of capital improvements and other miscellaneous charges. Let's assume you would allow a five year recovery period on capital improvements, so that would only be \$40,000 per year, which is about one-seventh of what they are asking for. So I don't understand the basis for such a high increase for their stated purpose. I am sure there is more information in the filing that is not for public viewing.

Now I would like to speak in terms of the company as a whole and the financial need for a rate increase. I know that Aqua Missouri, Inc. is a separate subsidiary, but please let's not be fooled by that. It is a part of a larger publicly traded company. It would be easy for a company to allocate costs to a particular subsidiary to show that subsidiary maybe is not doing as well as the corporation as whole. So please check cost allocations methods very carefully upon your review and don't let them get too far out of whack with the percentage of revenue generated by this subsidiary.

I did some research on Aqua America Inc. (ticker symbol WTR). For a water utility company they are performing extremely well. Their return on equity is far above average for a water utility company, and their net profit margin is one of the highest in the industry. The company's gross profit margin was 58% for 2008. That means for every dollar I pay, only about 42 cents of that goes toward actually providing the service. Also, their net profit margin before taxes is 26%. So even after you take away administration costs, one-fourth of the money I pay is profit. This profit would be on top of the salary and bonuses of top officers of the company. Let me refer back to the median household income in Cole County of less than \$50,000. So families that earn less than \$50,000 are going to be paying more than \$45 per month so that a company can make a 25% profit, plus pay top officers and employees much higher salaries than what they are earning. That does not add up to a rate increase. The company's stock has far outperformed the stock market as a whole over the last five years. In fact, the stock market as a whole has gone down but WTR has gone up. The point of this is that the stockholders of WTR have done very well over the last five years.

I will now like to talk about their customer service and billing. We encountered some problems with getting our bills awhile back and therefore ran into a problem with late fees. Let me stop and say that

my credit record is virtually spotless, so I am not someone who just pays bill late. When my wife called to straighten this out with them, they were not only rude to her, but they also lied to her on several occasions about removing the late fees. They told us several times the late fees would be waived and then when we paid our bill without the late fees, they stuck us with more late fees. This went on for several months. We finally complained to the Attorney General's office and even after doing that the company continued to not be completely honest about the late charges. They seem to have a problem with posting payments in a timely manner. So the summary of this is their billing and customer service is terrible and most of all very rude and unprofessional. I attribute this to the "East coast attitude" of dealing with people in Pennsylvania.

I apologize for the long letter; however there was a lot to be said. In summary, the company appears to be making a reasonable return on their investment and the rates they are charging are already excessive for normal ordinary people. Obviously this is a very important matter since I have don't necessarily have an option to do anything else with sewer service. Also, as I mentioned the company has displayed a terrible customer service attitude so obviously they have no appreciation for their customers or the money that they make on them. The only reason they can get by with this is because they know most people can't just switch to another company. But the public service commission does have an opportunity to send a message to this company by flat out denying the rate increase. There does not seem to be any need or justification for it at this point.

Kirk Schmidt

P201003127

From: Jason Schwartz [jschwartz@yahoo.com]
Sent: Wednesday, August 26, 2009 6:26 PM
To: mopco@ded.mo.gov
Cc: Water.Sewer
Subject: Case no. SR-2010-0026

Re: Case no. SR-2010-0026

This email is in regards to the above mentioned case number. I live in the Dove Lake

Thanks for your time

Jason Schwartz

P201004400

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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

**We the undersigned oppose any increase in sewer fees proposed by Aqua M60
We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?**

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Elaine Short Phone: 634-2178

Address: 2821 COVEY CT

UTILITY OPERATION
DIVISION

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SEP 14 2009

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SEP 14 2009

Records
Public Service Commission

P201004275

9-3-09

RECEIVED

SEP 11 2009

Records
Public Service Commission

Public Service Commission

ATTN: Water/sewer Dept.

P.O. Box 360

Jefferson City, MO 65102

Fax. 573-751-1847

RE: SR-2010-0026

It seems like just a year ago I was writing you about our opposition to the 64% increase of our sewer bill that you allowed. It looks as though that letter was in vain. I have no idea how many other residents offered their opposition to that increase, but obviously, there were not enough.

Now here we are again, the very next year, asking for some help to stop this new increase of about 29% to our sewer bill.

Only three years ago we were paying \$22.53 monthly. If you allow this new increase, it will amount to a 157% increase in our sewer bill in only 3 years! This is unbelievable!

I'm on a fixed income, and probably there are many more out here like me. My income has not increased anything like my sewer bill has.

I understand that AQUA has had some

upgrades and increases in operating expenses, but to hit us with 15.7% increase in just 3 years is unacceptable.

There are many improvements that I'd liked to make to my property, but I have not had such increases to my income. On top of that, we've been told that we will not get a cost of living increase on our Social Security checks for the next two years. In Reality, that is a tax increase to those of us on Social Security.

I'm at a loss for words in being able to express my frustrations on this matter. I, along with many others, are at your mercy.

When considering whether or not to approve the increase asked for by Agua, PLEASE consider all of us out here that are on fixed incomes. We have no one else, but you, to help us.

We remain at your Mercy,

Carlos and Sharon Skelton

P201003078

From: Cathy Snodgrass [cathy@jrsnodgrass.com]

Sent: Monday, August 17, 2009 1:04 PM

To: Water.Sewer

Cc: mopco@ded.mo.gov

Subject: Aqua Missouri rate increase case number sr-2010-0026

It is a concern that our rates are going up again. Our rates about doubled last year now another 29.2%. At this rate our sewer bill will be as much as our electric bill each month. I don't know what the average sewer bill in Missouri is but I have to think that \$57.87 a month seems like it would be on the high side. I understand the need for improvement but this seems to be extreme.

Cathy Snodgrass

J. Randy Snodgrass PC
1620 Southridge Drive
Jefferson City, MO 65109
573.635.0754 (office)
573.893.2872 (fax)
573.353.1009 (cell)

cathy@jrsnodgrass.com

CONFIDENTIALITY NOTICE: This e-mail and any attachments may contain confidential information. If you are not the named recipient, please notify us immediately at cathy@jrsnodgrass.com and delete the message without disclosing the contents to anyone, using them for any purposes or storing or copying the information in any medium.

P201003129

From: Don Sonderegger [ds9765@yahoo.com]

Sent: Wednesday, August 26, 2009 5:38 PM

To: Water.Sewer

Subject: aqua missouri, inc rate increase request

aqua missouri just had an increase last year i believe it was a 61 percent increase which is way too much, i guess since it was so easy for them to get an increase last year they would keep asking for more money until you stop giving them increases, there is no reason they should be asking for more money so soon other than greed, i am on a fixed income and cannot afford another increase. this increase appears to be another 20 to 25 percent increase for a total of over 80 percent increase in a little over a year, this is robbery, please do not give them any more increase for a very long time, when i was able to work it would take me over 30 years for an 80 percent increase in my salary. thank you very much

RECEIVED

SEP 10 2009

UTILITY OPERATIONS DIVISION

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

RECEIVED

SEP 11 2009

**We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. Records
We are in hard times. Companies all over America are cutting expenses in Public Service Commission
possible, delaying or canceling capital improvements, reducing salaries,
trimning work force. What is Aqua Mo. doing?
The customers should not be expected to pay for expenses that should
come from Aqua Mo. profits.**

Name: Pat + Tom Storey. Phone: 573-636-7154

Address: 2847 Foxdale Dr.
J.C MO 65109

The rate doubled last time
44⁰⁰ per month is crazy already
before long it will be more than
my electric bill it was only 80⁰⁰ for
the month of August 2007.

P201004272

P201003079

From: Embarq Customer [4stropes@embarqmail.com]
Sent: Tuesday, August 18, 2009 12:32 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Case Number SR-2010-0026

Attachments: Document.pdf

You have got to be kidding me! September 2008, a rate increase of 61.4% was approve

We live in a subdivision with a lagoon system. The only so-called improvements or m
This of course, depends on what time of the year it is and in what direction the win

I cannot believe that with the \$390,475 that Aqua Missouri got last year, that they

I hope that the members of the PSC see this also and deny this new request. I am at
We are a small community and I believe and hope that the PSC will this time agree th

Sincerely,

Kristy L. Strobe
7808 Karen Drive
Jefferson City, MO 65101
573/395-4105

Please open the attached document. This document was digitally sent to you using an

P201003080

From: Cliff Sutherland [csutherland@live.com]**Sent:** Tuesday, August 18, 2009 4:22 PM**To:** Water.Sewer**Subject:** Aqua Missouri, Case SR-2010-0026**From:** Cliff and Donnell Sutherland, 1527 Summit View Drive, Holts Summit MO 65043

Dear Sirs:

According to their notice to us, Aqua Missouri (Aqua) wants to permanently increase our rate for water/sewer by almost a third for infrastructure repair and improvements, increased operating expenses, and declining revenue. We would like to see their books.

- 1) Why does Aqua expect us to replace their decline in revenue when we're in the middle of a prolonged recession and everyone we know, in both business and personally, is suffering from a decline in or stagnation of their revenue, including Social Security recipients? Everyone else is expected to suck it up and wait for better days, but Aqua expects to tweak the regulations to straighten out their books? I hope that being a state regulated utility is not a guarantee of profitability for any company. If the decline in revenue is from foreclosures or past-due accounts, how is that our fault?

- 2) Why and how has Aqua increased their operating expenses in the middle of a recession? Everyone else has been cutting back or shifting expenses, but Aqua increased their expenses. Replacing Aqua's increase in operating expenses does not make any sense and requires further explanation. With the information we have, we can't tell if the increase in expenses is something we should regard as our responsibility. Aqua should be, first of all, run like a business in both good years and bad; if they cannot, that is not our fault.

- 3) Infrastructure expenses are, or should be, planned and forward-looking expenses that are already on the books. If Aqua has to return to the Public Service Commission for infrastructure expenses it means that they misled the Public Service Commission in the past, were denied the money in the past, or do not know how to run their business. Why is this any of this our fault?

- 4) The numbers don't add up. Let's look at flat-rate residential customers only. Aqua wants these customers to pay an additional \$157 per year. Divide that \$157 increase into the \$284,300 that Aqua says it needs and Aqua is saying that they have fewer than 1800 flat-rate residential customers. We're not sure many businesses could survive on so few customers. When you add in all the other rate types, Aqua must have fewer than 1700 flat-rate residential customers. How many households are there in the "Jefferson City area"? The math makes no sense or Aqua may have too few customers to remain a viable business. Again, this is not our fault.

We can't tell if Aqua Missouri is stupid, greedy, or incompetent (based on the notice that they sent us). But the Public Service Commission should not reward Aqua Missouri with a huge rate increase (based on the notice that they sent us). If they had asked for a 10% increase, we might have shrugged it off; but asking for a 30% increase suggests that something is deeply wrong with the performance of Aqua Missouri.

Sincerely, Cliff and Donnell Sutherland

Hotmail® is up to 70% faster. Now good news travels really fast. Try it now.

P201003081

From: Brad Tennesen [brad_tennesen@yahoo.com]
Sent: Monday, August 17, 2009 8:41 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Aqua Missouri
 Last year on 1/16/08 I wrote the following message:

Public Service Commission	Office of the Public Counsel
Attn: Water/Sewer Dept.	Attn: Lewis Mills
PO Box 360	PO Box 2230
Jefferson City, MO 65102	Jefferson City, MO 65102

Dear Lewis Mills and the Water/Sewer department,

I have been notified by Aqua Missouri inc. of a proposed rate increase of 128.75% to cover operating expenses and capital improvements . I have several issues with the letter they sent, which I will cover briefly in the following letter.

Aqua claims to have spent approximately \$700.00 per customer in capital improvements since early 2005. A rate increase of \$35.73 per month would recover these expenses in approximately 19 months, yet they intend on making the rate increase PERMANENT.

I live in a subdivision which contains no sewage pumps, or other equipment which requires maintenance. There is a community lagoon which does require testing and landscape maintenance, but that hardly justifies a rate INCREASE from the \$27.75 we already pay.

Also, just a few short years ago Aqua tried a very similar rate increase of over 100%, most of which was not granted. This activity of trying to come after their CUSTOMERS repeatedly with astronomical rate increases is not acceptable to me or any other resident I have spoken to about this matter. This demonstrates AQUA's incompetency in providing good customer service, as well as irresponsibility for not requesting REASONABLE and APPROPRIATE rate increases. We have no choice but to use their company for our sewage needs, but we should not be held hostage by them.

I do have a proposal that might help them, though. I notice that they charge the same rate for everyone who uses under 7000 gallons of water per month. My family regularly uses around 4000 gallons in the winter months. So if

7000 gallons = \$27.75

4000 gallons/7000 gallons = .57

Then $\$27.75 \times .57 = \15.86 .

So my payment to Aqua Missouri should be about \$15.86 per month, which also means I have actually been overpaying by \$11.89 for the past 17 months, which means they should credit my account \$202.18. If they were to charge by the gallon (or 1000 gallons) it might encourage more people to conserve. I am interested in seeing their actual expenses on maintaining the water treatment lagoon in my subdivision, and then coming to an acceptable agreement on the amount our subdivision pays for their service. I would be happy to meet with you on this matter, and trust that you will not allow them to monopolize us this way. I can be reached at 314-495-8942 or 573-896-4841. My mailing address is 10898 Mallard Ct Holts Summit, MO. 65043. I look forward to hearing from you soon.

Sincerely,

Brad Tennesen

This year, I only want one thing. For Aqua to charge each subdivision or the people on each individual system an appropriate amount for the resources Aqua allocates to said system or subdivision. For example, our subdivision is on a 3-pond lagoon system, which I hardly believe requires the \$44.79 I have been paying, and I am certain it does not require the \$57.87 they are proposing. There are 28+ houses that feed into it, at \$44.79/month = \$15049+ per year. I would like to see their expenses (man-hours, equipment, administrative, and chemicals, etc) that are required to maintain our lagoons. Please and thank you.

Brad Tennesen

P201004401

**We the undersigned oppose any increase in sewer fees proposed by Aqua Mo.
We are in hard times. Companies all over America are cutting expenses in all areas
possible, delaying or canceling capital improvements, reducing salaries,
trimming work force. What is Aqua Mo. doing?**

**The customers should not be expected to pay for expenses that should
come from Aqua Mo. profits.**

Name: Jason + Jennifer Thompson **Phone:** 636-2661

Address: 2807 Foxdale Dr.
Jefferson City, MO 65109

RECEIVED²

SEP 14 2009

*Records
Public Service Commission*

RECEIVED

SEP 11 2009

UTILITY OPERATIONS
DIVISION

P201004073

OMA LEE & WILEY TRACY
2605 IDLEWOOD ROAD
JEFFERSON CITY, MO 65109

RECEIVED

SEP 09 2009

*Records
Public Service Commission*

RECEIVED

SEP 02 2009

September 1, 2009

UTILITY OPERATIONS
DIVISION

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

TO: MEMBERS OF THE OFFICE OF THE PUBLIC COUNSEL

SUBJECT: AQUA MISSOURI, INC. RATE INCREASE

What in the world are these people thinking? On which planet have they been residing? Don't they know we are in a depression era and cannot afford such ridiculous rate increases as the one they are proposing or any other increase? They were granted more than a 30% increase about two years ago—enough of this nonsense! Are they trying to follow the same rules as AIG?

My husband and I have worked a total of 90+ years and have retired to a comfortable home which we can afford. Both of us have received word that there will be no increase in our retirement funds this year, and no increase will be forthcoming from Social Security, to which we have contributed for years. I am sorry but we do not have a magic wand to wave for such ridiculous amounts of money as Aqua is requesting.

The newspaper reported that there were few, if any, people at the hearing held about the last rate increase. Let me assure you that we will be working very hard to see that there are more at the next one.

Sincerely,

Oma Lee & Wiley Tracy
Oma Lee and Wiley Tracy

JEFFERSON CITY INITIAL CUSTOMER NOTICE

August 11, 2009

Aqua Missouri, Inc. (Aqua) submitted a request to the Missouri Public Service Commission (Commission) on July 15, 2009 for an increase in its annual sewer operating revenues for the Jefferson City Area. The primary reasons for the increase are \$200,000 in system upgrades including main replacement (s), wastewater treatment equipment, the addition of chlorination/dechlorination equipment for environmental protection, and increased operating expenses and declining revenue over the past two years.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual sewer operating revenues of \$284,300 (approximately 29.2 percent). At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase request, or comments regarding any recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) within 30 days of the date of this notice. Your comments should include a reference to case number SR-2010-0026. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102
Phone: 800.392.4211 (Missouri residents only)
Phone: 573.751.1881 (Out of State Customers)
Fax: 573.751.1847
E-Mail: water.sewer@psc.mo.gov

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866.922.2959
Fax: 573.751.5562
E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website:

- (1) Go to <http://www.psc.mo.gov>;
- (2) Click on "EFIS / Case Filings" on the menu bar on the left side of the page;
- (3) On the next page, click on the "Public Comment" icon under Submit Public Comments; and
- (4) Fill out and submit the Public Comments form, including the case number shown above.

If you have any 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).

Jefferson City-Sewer

Type of Charge	Current Rates	Proposed Rates	Amount of Rate Change
Monthly Flat Rate-Residential	\$44.79	\$57.87	\$13.08
Monthly Flat Rate-Mobile Homes within a park, and Multi-family	\$38.06	\$49.17	\$11.11
Monthly Commercial and Industrial- first 7,000 gallons	\$44.79	\$57.87	\$13.08
Commercial and Industrial-usage over 7,000 gallons, per 1,000 gallons	\$6.408	\$8.279	\$1.871

I cannot believe that anyone would mail this letter!!!

P201004270

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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SEP 10 2009

CITY OPERATIONS DIVISION

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

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: Merced Villanueva Phone: 573 356 9079 / 634 7983

Address: 2905 Canterbury Dr
Jefferson City MO 65109

P201003388

To Whom It May Concern Regarding Case Number SR-2010-0026:

I am an Aqua Missouri customer and recently received a notice in the mail that our rates would be raised \$ 13.08 *per month*. This is preposterous to say the least. Before I go any further, I must first comment on the notice itself; there are so many grammatical and typographical errors, it truly concerns me. If this letter is any indication of the kinds of people working for Aqua Missouri, I must say I am not surprised a hike is needed to compensate for the lack of intellect to pay for "an increase in its annual sewer operating revenues for the Jefferson City Area." Perhaps the company should first look at where money is being spent and deal with it internally before imposing such an outrageous fee upon its customers.

I would secondly like to address the chart located at the bottom of the notice. I must first question, "What exactly is the Jefferson City Area mention (to my knowledge it doesn't include Jefferson City or Holts Summit)? And, why can we not be serviced with the company that provides service with the City of Jefferson or with Holts Summit (who provides a *much* lower rate)?" Our neighborhood is a mere 6 houses outside of the city limit, and we are forced to pay ever mounting fees. I also want to know why, as a residential customer, I must pay the same amount as a commercial or industrial business when clearly they flush their toilets much more than I do having only 2 people in my home. I also wonder, "Do people in trailer parks flush their toilets so much less than my home that they deserve a lower rate than I do?" I would like this issue addressed as the rates seem biased against those who own a house.

Again, this rate increase seems completely out of control (as if the fee wasn't high enough already). I know for a fact that the sewer in my neighborhood is not serviced enough to constitute such an increase. Aqua Missouri needs to take a close look at where the money issues are and find a way to deal with it without increasing the customer rates to such a degree that sewer service becomes a hardship.

Melissa Welch

P201003082

From: Dan & Lyn [willi4648@mchsi.com]
Sent: Monday, August 17, 2009 7:02 PM
To: Water.Sewer
Subject: Aqua Missouri Inc Rate Increase

Attachments: Public Service 8-17-09.doc
Please see attached letter.

P201004661

August 17, 2009
3114 Highway CC
Jefferson City, MO 65109

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

Dear Sirs:

It seems like yesterday that I communicated with you about Aqua Missouri, Inc. I know in October of 2007 we paid \$27.75 a month for our sewer then in December 2008 we paid \$44.75 per month. That was a \$17.00 per month raise.

We received a letter that they are requesting another raise of \$13.07 per month. That will make our bill \$57.87 per month. Please do not grant this raise.

I always thought the Public Service Commission was there to protect us, the consumer. Again, I ask that you not grant this raise.

I have many questions of Aqua Missouri, Inc. like why a big truck is continually going to Lakewood Subdivision. Do they pump the plant and haul the waste out in this truck? That is what some people in Lakewood Subdivision stated. What was the last increase used for? I thought they wanted money to upgrade their equipment. Their pumps at the station continually scream and we can hear them at our house.

There are five families that live on Route CC that had to pay for the sewer to be installed and it cost each family approximately \$9,300. We had to pay for the surveying, for the pipes and the hookup. That is a lot of money.

Please help us and not grant this raise.

Thank you for your time.

Lyn Williams
willi4648@mchsi.com

P201002695

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

AUG 24 2009

Records
Public Service Commission

Gerald L. Wnek
1794 Roberts St.
Holts Summit, MO. 65043

August 15, 2009

Case Number SR-2010-0026

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AUG 18 2009

Aqua Mo. Sewage rate history.

Sept. 2008	\$27.74	
Oct 2008	\$44.79	increase of 61.5%
<u>Aug 2009</u>	<u>\$57.87 (Proposed)</u>	<u>increase of 29.2%</u>

UTILITY OPERATIONS
DIVISION

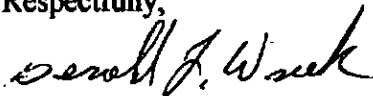
The latest proposed rate increase amounts to just slightly over 100% of what my rates were in Sep. 2008.

I would be pleased to no end if my retirement income would only have risen by 5% during the same period, but alas, it hasn't.

I strongly recommend that the Public Service Commission deny this request for a rate increase. The general public is already suffering enough in todays economic environment and is likely to do even worse in the very near future. We do not want or need this added burden.

Please keep in mind that the American voting public has recently taken a very strong interest in which elected official votes for what programs and policies.

Respectfully,



Gerald L. Wnek

P201004402

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

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SEP 14 2009

Records
Public Service Commission

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

UTILITY OPERATIONS
DIVISION

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SEP 14 2009

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. We are in hard times. Companies all over America are cutting expenses in all areas possible, delaying or canceling capital improvements, reducing salaries, trimming work force. What is Aqua Mo. doing?

The customers should not be expected to pay for expenses that should come from Aqua Mo. profits.

Name: John Wood Phone: 573-636-3261

Address: 2853 Foxdale Dr, Jeff. City MO 65109

Shirley Wood

PUBLIC COMMENTS RECEIVED
BY
THE OFFICE OF THE PUBLIC COUNSEL

COPY

E. John Alberts
2023 Teal Lane
Holts Summit, MO
65043

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

FILE COPY

Dear Counsel,

Please reference Case Number SR-2010-0026 and attached Notice. Also please note the following:

1. My residence is in the Golden Ponds Subdivision in the outskirts of Holts Summit, Callaway County, Missouri and **not** in Jefferson City, Cole County, Missouri.
2. The sewer system for the Golden Ponds Subdivision is contained wholly within the Subdivision. Our system does not have any connection with the Jefferson City system nor do we have any wastewater treatment equipment, chlorination equipment or any pumps of any kind that require maintenance or replacement
3. Article IV Section 4 of the Declaration of Covenants and Restrictions for the Subdivision states, that the Home Owners Association "Shall maintain, operate, repair, improve, and regulate the use of the sewer system".
4. At present, to the best of my knowledge, the only service being provided by Aqua Missouri, Inc. is to control the weeds around the wastewater collection ponds.
5. I estimate that the residences of the Subdivision are presently paying Aqua MO approximately \$15,049 for the weed clearing services.

When I contacted Aqua they informed me that the Public Service Commission **authorized** the charges and that if I did not pay them that they could shut off my services and that they could take me to court and force me to pay other penalties..

Now they want to raise their rates to \$19,444 per year to control the weeds around the Subdivision's wastewater collection ponds. This is outrageous, and I have trouble believing that you would support such an action. Please withdraw your support for the outrageous rates being charged by Aqua and if the law allows, instruct them to allow us to manage, maintain and regulate our system.

Sincerely,


E. John Alberts 12 AUG 2009

AUG 20 2009

JEFFERSON CITY INITIAL CUSTOMER NOTICE

August 11, 2009

Aqua Missouri, Inc. (Aqua) submitted a request to the Missouri Public Service Commission (Commission) on July 15, 2009 for an increase in its annual sewer operating revenues for the Jefferson City Area. The primary reasons for the increase are \$200,000 in system upgrades including main replacements, wastewater treatment equipment, the addition of chlorination/dechlorination equipment for environmental protection, and increased operating expenses and declining revenue over the past two years.

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To submit your comments in writing:

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102
Phone: 800.392.4211 (Missouri residents only)
Phone: 573.751.1881 (Out of State Customers)
Fax: 573.751.1847
E-Mail: water.sewer@psc.mo.gov

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866.922.2959
Fax: 573.751.5562
E-Mail: mopco@ded.mo.gov

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- (1) Go to <http://www.psc.mo.gov>;
- (2) Click on "EFIS / Case Filings" on the menu bar on the left side of the page;
- (3) On the next page, click on the "Public Comment" icon under Submit Public Comments; and
- (4) Fill out and submit the Public Comments form, including the case number shown above.

If you have any 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).

Jefferson City-Sewer

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Flat Rate-Residential	\$44.79	\$57.87	\$13.08
Monthly Flat Rate-Mobile Homes within a park, and Multi-family	\$38.06	\$49.17	\$11.11
Monthly Commercial and Industrial- first 7,000 gallons	\$44.79	\$57.87	\$13.08
Commercial and Industrial-usage over 7,000 gallons, per 1,000 gallons	\$6.408	\$8.279	\$1.871

TARYN M. HODGE

10896 Broadacre Drive
Holls Summit
Callaway County
Missouri
65043
573-353-2934

August 15, 2009

Office of the Public Counsel
ATTN: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

To Whom it May Concern:

Reference number SR-2010-0026

I'm writing in response to the proposed rate increases with Aqua Missouri, Inc. In June 2008 I moved into Southwinds Subdivision. Before purchasing my home I did question sewage rates, and at this time the rates were around \$25.00 per month. Not long after this Aqua raised our rates to \$44.79 per month. Now less than a year later Aqua is requesting another rate increase making our rates \$57.87 per month.

I am on a fixed income, and the current rates are not affordable for me, so I truly cannot afford the new proposed rates. I'm also extremely concerned with a company that continually hikes their rates. When will this stop, and what am I supposed to do if I cannot manage these rate hikes? In a little over a year's time Aqua will have went from \$25/month to almost \$60/month. Their rates have more than doubled.

Further more, from my understanding Aqua's rates are higher than the local city rates, and I don't believe Aqua is offering a better service than the city sewer company. I also have no options to reduce my costs. My only options are pay or not pay, or sell my home and move to a neighborhood that does not use Aqua.

Sincerely,


Taryn M Hodge

AUG 22 2009

COPY

1420 Wilmor Drive
Jefferson City, MO 65101

August 31, 2009

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

RE: Aqua Missouri, Inc. sewer rate increase request *SR-2010-0026*

Dear Mr. Mills:

Aqua was granted a significant rate increase (61.4%) about a year ago. It is way too soon to request another rate increase, especially in this economy! It seems that since they didn't get all they wanted last year, they have the gall to try and get the rest this year! They claim that their revenue has declined. How is this possible, with everyone paying more? My salary has not gone up in the last year. In fact, with increased deductions, my take-home pay is actually less!

When I bought my house in 1997, it was not hooked up to their sewer system. Instead, it had a septic tank and failing drainfield. I could have installed a new drainfield, but I decided that hooking up to a sewer system was better for the environment. I knew that hooking up would result in a new monthly charge that I wouldn't have to pay if I installed the drainfield, but I was willing to live with it, since it was reasonable at the time. However, their proposed rate of \$57.87 is not reasonable!

The system our neighborhood is on is small diameter sewer pipes, which means that every house still has to have and maintain a septic tank. The only benefit that we receive is that we don't need drainfields, since the partially treated sewage all flows to a central treatment plant. I do not believe that it costs anywhere near \$57.87 per household per month to run the treatment plant and maintain the sewers. Please notify me of any hearings on this matter, as I would like to attend.

Sincerely,

Richard Allen
Richard Allen

SEP 03 2009

Beach email.txt

From: Brossier, Shylah
Sent: Thursday, September 24, 2009 8:03 AM
To: Baker, Christina
Subject: FW: sewer rate increase

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

From: CARL AND CAROL BEACH [mailto:candccarolers@embarqmail.com]
Sent: Wednesday, September 23, 2009 2:35 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: sewer rate increase

Re: case #SR-2010-2600

I am writing to urge the PSC not to grant another sewer rate increase to Aqua Missouri for residents in the county whose small sewer treatment systems have long ago been paid for in full, and who were recently "rewarded" with a 62% rate increase so that the company could go out and build new systems in other areas. Our neighborhood is over 30 years old and the treatment system has long been paid for. It can not possibly cost \$1500 per month to maintain a system for 27 homes. Now they want \$13.08 more a month? New areas should be paid for by fees assessed in only those new areas. We should not have to pay for new construction that does not affect us. If this increase is approved, our sewer bill will be higher than any utility we pay except electricity, which by the way went up substantially last year. In addition it seems ridiculous that we would be assessed the same amount as a commercial business!

Sincerely Carol Beach
2602 Shagbark Circle
JC Mo 65109

REFERENCE: Case Numbers WR-2010-0027 and SR-2010-0026 AQUA

Here we go again – AQUA filed for another rate increase in its annual water and sewer operating revenues for Lake Carmel – all because of THEIR declining revenues over the past two years? Our last major upgrade for Lake Carmel was in 2004.

According to AQUA they have spent \$200,000 in system upgrades including main replacements; installed new meters and fencing; installed wastewater treatment equipment, and the addition of chlorination/dechlorination equipment to ensure environmental compliance.

Has AQUA published these upgrades by exact location to its customers? No.

Did AQUA not plan well from the “get-go”? Which agency is monitoring these upgrades to verify AQUA has actually accomplished them for Lake Carmel residents? Is it NE Office, DNR representative Everett Baker?

Has the same form letter been sent out to other Cole County AQUA customers – and not just Lake Carmel residents? Will the rate increase benefit only my fellow Lake Carmel residents? Who gets what with this pending rate increase? My gut tells me that it won't be Lake Carmel residents who will receive the upgrades. True or False?

If AQUA is soliciting to raise our rates to upgrade the system, I don't believe that as Lake Carmel residents that it is our goal to support and increase the size of their business. We are current customers and should be paying for the service and the systems standard, required upkeep. Any long term repairs (such as replacing main lines and work on the well house) should have come from setting aside funds over previous years.

In 2005 AQUA approached the PSC asking over 200% in increased rates just for the water. Lake Carmel residents already pay higher rates than other communities in the area. The towns of Eldon, Russellville, Jefferson City, Wardsville and St. Martins are paying monthly fixed costs of about \$18-30 a month for sewer/ water. This increase will make our fixed cost about double these others in the area.

- My billing statement for the 21st of August 2006 was \$7.25 for Water and \$22.53 for Sewer. My August 10, 2009 billing statement was \$10.16 and \$44.79 for Sewer.
- Other residents were paying \$10.20 in 2006 and now they are paying \$17.72.

CYNTHIA N. BENWARD
Lake Carmel Estates
8704 North Shore Drive
Eugene, MO 65032-2073

Berner email.txt

From: Brossier, Shylah
Sent: Wednesday, September 09, 2009 1:50 PM
To: Baker, Christina
Subject: FW: Aqua Missouri rate increase

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

From: John Berner [mailto:chehock@yahoo.com]
Sent: Wednesday, September 09, 2009 1:12 PM
To: water.sewer@psc.mo.gov
Cc: DED.mopco
Subject: Aqua Missouri rate increase

I think the fact that my bill went from \$22 to \$44 in a few short years was highly excessive. The fact that they want to increase it to \$57 is outrageous. It seems that this percentage increase is far outpacing the U.S. inflation rate.

If what Aqua Missouri (are they even a locally owned company) is not satisfied with the profits that they are earning, then they should just sell their business.

I would most appreciate you standing up to them and telling them no to a price increase. Thank you.

Customer Comment

Date: 8/19/09

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: Paul Bernskoetter

Address: 5216 Tanner Bridge Rd. Jefferson City, MO 65101

Phone Number: 573-636-3948

Comments: They just got an increase not that long ago. I went to that hearing and made a comment. Now I see that the primary reason for the increase is updates to the system and where I live the plumbing is fairly new. I paid to have the correct equipment installed and it was very expensive. My wife and I usually only have a small bill. I think they are buying companies that need updates and then putting us all under the same price. There shouldn't be flat rates when that isn't based on usage and we pay the same amount as a family. There should be at least two categories instead of one so that the usage rates are more fair. I think the PSC wasn't right in letting this go through, it wasn't right. What is the company doing? They are getting bigger and bigger all the time and they are buying junk. I understand how things need to be upkept and that changes need to be made but where I live it is all updated and don't see the reason for the price increase. They aren't spending the extra money where I live so why should I have to pay for the increase?

sb

Customer Comment

Date: 9-10-2009

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: Thomas R. Boyer

Address:

Phone Number:

Comments: Sent a letter, but had additional comments. In the August 11th announcement, it says Aqua's revenues have dropped. Understands there was wet weather affecting water use, but doesn't understand how this affects sewer customers. Increases are coming quite quickly. Area has a treatment plant and people were forced to give sewer co to Aqua predecessor. Now they are asking the people to buy the sewer company back. Fee structure is wrong. There are mobile homes, multi-family homes and a residential rate. Area demographic shows no difference in family size between mobile homes and regular homes. There are 2.6 people in each type, so why don't they pay the same rate? There needs to be an audit review. He knows the books show what hours are being worked, but government records need to be verified what hours are actually being worked. Hardly ever sees a truck in the area. Traditional amount of return is not appropriate due to bad economy over last years. Worried that the traditional 9% return is too high for the times. Seems like they have meetings but company still gets increases. Someone bought the system that was actually given to the predecessor company.

cb

COPY

2818 Foxdale Drive
Jefferson City, MO 65109

September 9, 2009

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

Reference Case Number SR-2010-0026

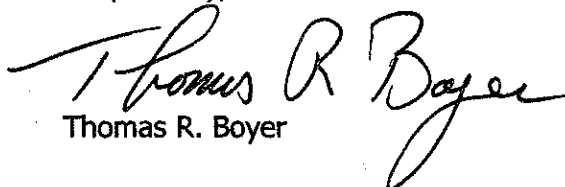
To Whom It May Concern:

My wife and I oppose the rate increase of 29.2 percent, increasing the rate from \$44.79, the current rate, to the proposed rate of \$57.87. Our rate has increased almost 100% in 8 1/2 years. From 2001 until 2006 our rate was \$22.53. From 2006 until 2008 our rate was \$27.75. In 2008, less than a year ago, our rate increased to \$44.79.

We have several concerns.

1. In this economy, the rate of increase is far out stripping other costs, cost of livings, etc.
2. That we should not have to pay for a poor business decision by Aqua Missouri, Inc. to purchase a system that was given free to the predecessor sewer company.
3. That the rate of return for most companies in the last year has been negative and Aqua Missouri, Inc. is requesting a return to investors that is way above the normal return in this economy.
4. That although Aqua Missouri, Inc. spent money in the Jefferson City area, that you the PSC audit to see we are not being charged for maintenance outside our small system.
5. That you audit Aqua Missouri, Inc. records against their employee records at the Missouri Department of Labor, to see that the hours charged to various systems not exceed the hours reported to the Missouri Department of Labor, Division of Employment Security; i.e., double charging.
6. That maintenance log invoices be checked to see that equipment etc. purchased for this system was as represented in their PSC fillings and that if the new equipment was purchased, was it installed or was rebuilt equipment substituted.
7. That you address the sewer charge structure, and charge methodology, to see if there is any reason why residential charges exceed fees charged mobile homes and multifamily arraignments. That is, are these sewer fee structures arbitrary?

Respectfully,


Thomas R. Boyer


Kathleen A. Boyer

SEP 11 2009

Brocksmith email.txt

From: Brossier, Shylah
Sent: Tuesday, September 08, 2009 8:06 AM
To: Baker, Christina
Subject: FW: Reference Number SR-2010-0026

From: Jim & Debby Brocksmith [mailto:sawmill1@socket.net]
Sent: Monday, September 07, 2009 10:25 AM
To: DED.mopco
Subject: Reference Number SR-2010-0026

I am writing in regard to the recently filed rate request from Aqua Missouri, Inc. These folks were just granted a significant rate increase just over a year ago and prior to that in October 2006. Now they want another 29.2 percent increase which brings them up to almost the amount they wanted in the previous request.

In these times, rate increases like these are not justified. With the cost of everything holding steady or dropping, how can they justify an increase?

In their mailer they cite one of the reasons being a decrease in revenue. Since they have a captive audience, their customers, how can revenue be dropping? Also, this is a growing area so if anything, they should be getting more customers. Something doesn't seem right.

Another thing they cite is main replacement. On our street, Summit View Drive in Holts Summit, they have been "planning" a main upgrade for 6 months. The utility companies have been out over three separate times to spot utility locations for a supposed sewer project to replace about 500 feet of main. So far there hasn't been a shovel of dirt moved by the sewer company.

I've looked at the company web site and they are a large conglomerate of sewer and water companies across the country. They are not concerned with service to their customers, just buying and selling water and sewer companies to maximize profits for their shareholders.

I ask that you please look over their books and the corporate books very carefully. I suspect that monies are being siphoned off from the small companies like we have here to fund the growth of the larger corporation.

In my opinion, no rate increase should be granted to these folks. If anything, this situation points out the need for small sewer systems like we have to be government run where profit is not the driving force. We have no options of another provider, so we are trapped.

Please look out for the little guy as I trust you are doing.

Bruce email.txt

From: Brossier, Shylah
Sent: Monday, August 17, 2009 5:00 PM
To: Baker, Christina
Subject: Fw: Hello

From: Pbrucej@aol.com [mailto:Pbrucej@aol.com]
Sent: Monday, August 17, 2009 4:02 PM
To: DED.mopco
Subject: Hello

I already pay 45.00 just for sewer with Aqua Missouri, I think this is plenty. This is crazy to raise again.
PAUL BRUCE 3116 SOUTHWOOD CIRCLE JEFFERSON CITY MO. 65101 MY PHONE IS 573-635-8931
MY E-MAIL IS (pbrucej@aol.com)

Customer Comment

Date: 9-11-2009

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: Curt Brumley

Address: Eugene

Phone Number:

Comments: Rate increased just last year. He is not pleased since Aqua hasn't done anything. Letter to shareholders is on the company website. Letter states dividends grew more than 5%. Aqua outperformed the S&P and still wanting people to pay more. Would prefer Aqua sell the system since not doing anything for them. Russelville pays \$18/month. All company wants to do is reward its shareholders. PSC should research the company's philosophy. What the company tells the shareholders is not what it is telling us.

cb

Burch email.txt

From: Brossier, Shylah
Sent: Monday, August 24, 2009 8:33 AM
To: Baker, Christina
Subject: FW: Proposed Rate Increase-SR-2010-0026

From: Megan Burch [mailto:mrnjbb@yahoo.com]
Sent: Sunday, August 23, 2009 10:53 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Proposed Rate Increase-SR-2010-0026

The proposed rate increase for Aqua Missouri is ridiculous. Within the last two the company doubled current customers rates. My bill in the last 6 years has went from \$23 to \$44 and now they want to increase it to \$57. That is absolute craziness! I will admit to knowing nothing about the waste water management area but if Aqua can't upgrade equipment and still show some sort of profit, something is wrong. My advice...call Dave Ramsey and ask him for help on how to make a profit, don't jack up your customers rates again!

Thank You,
Megan Burch

Burnett email.txt

From: Brossier, Shylah
Sent: Tuesday, August 25, 2009 3:26 PM
To: Baker, Christina
Subject: FW: Request for Sewer Rate Increase

From: Harvey Burnett [mailto:hdvaburneop@embarqmail.com]
Sent: Tuesday, August 25, 2009 3:06 PM
To: water.sewer@psc.mo.gov
Cc: DED.mopco
Subject: Request for Sewer Rate Increase

How many times are these folks going to be given rate increases? Was it not just last year????? We were told then that it was just a request and that the request would be reviewed. They may not have been given the amount they requested...but it was more than enough. I have seen no improvements as far as our service is concerned.

They did not get the full increase wanted or requested....and you know they inflate the amount so they will get the actual amount wanted. Now here we are again. And even though it will be reviewed and you will not allow the full amount again....I am sure you will give them a rate increase again...even though the economy is in the shape it is in. People are losing homes, jobs, and having a hard time putting food on the table.....but companies are greedy and care not about the people they serve. As state government employees are told...do more with less and do not expect pay increases...in fact, you may not even have a job.....so Aqua needs to do more with less, run their trucks less around the neighborhoods...maybe walking some is an option. Instead of 2 men to a truck, maybe one could do the job...

Stand up for the people you serve and say NO to another rate increase.

Harvey and Virginia Burnett
3037 Southwood Hills Rd
Jefferson City, MO 65101

Cahalin email.txt

From: Brossier, Shylah
Sent: Tuesday, September 01, 2009 1:20 PM
To: Baker, Christina
Subject: FW: SR-2010-0026

From: Connie Cahalin [mailto:clcahalin@hotmail.com]
Sent: Tuesday, September 01, 2009 12:01 PM
To: DED.mopco
Subject: SR-2010-0026

To Whom It May Concern:

I was appalled to receive the notice regarding Aqua Missouri raising our rates AGAIN!! We were paying somewhere around \$25 and they raised it to \$44.79. Now they are wanting to raise it again. People aren't getting raises and are losing their jobs. Nobody has the money to keep paying these outrageous rates.

Michael & Connie Cahalin
1729 Carol Street
Holts Summit, MO 65043
(573)896-8503

Hotmail® is up to 70% faster. Now good news travels really fast. Try it now.

COPY

Roberta Coskow
7113 Robin Lane
Jefferson City, Mo. 65102
Aug 22, 2009

Office of the Public Counsel
attn: Water/Sewer Dept
P.O. Box 2230
Jefferson City, MO. 65102

Dear Sirs and Ladies,

I wish to register an opposing note against this proposal of a raise for this big, big Company "Aqua Missouri". They are greedy. It hasn't been too long ago that it was raised to \$44.79 per month. I am alone and there should be a price for just one person. It isn't fair that I have to pay the same amount as a large family with 3 or 4 kids. This big Company (Aqua, MO.) doesn't care about us little people, just themselves. Then also it isn't fair that I have to pay about \$300.00 for when I'm not here and using the sewer at all. I live in Arizona during the winter and this Aqua Mo. will not give me a break. Now, the Company before Aqua, MO. did give me a break and I didn't have to pay when I was gone.

This Company is wanting a big raise while our income didn't go up. In fact, some like mine went down. Aqua, MO. does not deserve this raise, period.

Thank you
Roberta Coskow

AUG 25 2009

I have an addition to the other complaint. Aqua doesn't get their statements out soon enough. I don't get my statement in time to get a check back to them. They keep charging me \$5.00 every month saying I was late. I mail my check the next day after I get the statement. I have written them letters to two different addresses. I told them it wasn't my fault and I didn't think I should have to pay it. I told them I wasn't paying it and it is up to \$35.00 now. And they keep tacking that \$5.00 on every month. That's another reason they don't deserve another raise now.

Crowe email.txt

From: Brossier, Shylah
Sent: Tuesday, September 08, 2009 8:05 AM
To: Baker, Christina
Subject: FW: Aqua rate increase
Attachments: Aqua Missouri rate letter 2009 PC.doc

From: joe and margie crowe [mailto:jomar@socket.net]
Sent: Monday, September 07, 2009 9:54 PM
To: DED.mopco
Subject: Aqua rate increase

August 27, 2009

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, Missouri 65102

RE: WR-2010-0027 and SR-2010-0026

Dear Sir or Madam:

Is this February? I am sure I saw Bill Murray chasing that gopher around. We are stuck in the "Groundhog Day" of Aqua Missouri seeking another exorbitant rate increase. Admittedly these 29.2% sewer and 27.5% water requests are not as exorbitant as the 2002 144 % request or the 2006 request of 256.27%. That amount was reduced to a more reasonable rate by the PSC (Case # WR-2007-0020 & SR-2007-0023).

In the notice for the water increase Aqua mentioned upgrades to the water well house. Are they referencing the new pump required to replace the one which burned out before the last rate increase. Or is the reference to the standpipe that was required by DNR several years ago and also included in the last increase. Maybe it is to pay for the shocking of the well to reduce the iron bacteria and the shigella bacteria to make the water potable? Again these things occurred before the other increases.

Aqua states it did main replacements to the sewer line. I assume they reference the collapsed line shown by a smoke test before the 2007 rate increase. They reference wastewater treatment equipment. We have lagoons, the same lagoons we have always had. There was an argument between persons wishing to build on the lake and Aqua. Aqua did not want to allow more houses without upgrades to the sewer lagoon system. A study was done. From that study Aqua was required to allow 10 more connections to the lagoon. There have been 4 houses added to the system. Not the 10 allowed before an upgrade is necessary to the lagoon system. So, "if it ain't broke," you know the rest.

So this poses the question what have they done to justify this rate request? The only thing I have seen done is: early this spring there was a yellow trailer with either an air compressor or pump of some kind parked in the loading ramp area of the lake. Aqua Missouri trucks were in that vicinity so I assume the trailer was there for the company. At one point I observed 3 persons with flashlights around an open manhole. I do not know what they were doing. However, the trailer sat in the same place for approximately 3 weeks. During the time I observed the trailer I only saw personnel and trucks the one time.

The water is still dirty. We experience rust and dirt stains constantly. Any time the water sits for a period of time it leaves a dirt ring. i.e. stool basins The interior of the dishwasher is stained a reddish brown and white clothes in the laundry are a real hoot. As recently as this past week my wife had to rewash white clothes with rust out and then rewash them again to get rid of the odor from the chemical. We filter our drinking water and provide bottled water to guests.

The company states it has reduced revenues. Amazing, in this day of corporate rape of our savings and inflated prices, who has not experienced revenue reduction? My wife retired recently and I look to retire in the near future. That means a fixed income which as I stated earlier has been reduced. But we have no way to reach into another's pocket and increase our revenue. With just 2 of us we normally use the minimum water. We currently are paying an extreme amount \$59.99 for water and sewer. Is there another system in the area paying as much? Surely they survive on the funds they currently have. They received raises to cover the work that was done.

Thank you for your consideration.

Joe and Margie Crowe
10225 Water's Edge Dr.
Eugene, Missouri 65032

Customer Comment

Date: August 17, 2009

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: David ? (couldn't understand him and he wasn't ready to give out too much info)

Address: lives at 5515 Stoney Ridge, Jefferson City, MO 65101 but has service at 7644 Route M, Jefferson City, MO 65101

Phone Number: didn't give it to me.

Comments: Opposes rate increase. Aqua has already received two increases within the past two years and they don't deserve another one. Doesn't see what they do to deserve a rate increase. Service isn't that good and customer service isn't much better. Would come to local public hearing if one is scheduled.

jb

Customer Comment

Date: 9-1-2009

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: David Dellman

Address: Jefferson City

Phone Number: 573-635-4563

Comments: Is extremely displeased at Aqua's attempt to get a raise.

cb

COPY

August 21, 2009

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

Gentlemen:

I am writing in regard to AquaMissouri's request for ANOTHER rate increase (Case Number SR-2010-0026). They recently increased our sewer charge from \$27.75 per month to \$44.79 per month. Now they are asking to increase this to \$57.87 per month.

About two years ago AquaMissouri did some renovations to the lagoons just below our property on Edward Lane in Taos. Ever since this time we get a "WONDERFUL" SMELL when the wind blows in a northwesterly direction. In fact, the last two beautiful days (Aug. 20 & 21) when we would like to be outside in our back yard, the smell is so bad you could gag.

I have called Natural Resources and AquaMissouri about this. They say there is nothing they can do. I beg to differ. I am sure with the amount of money they charge every month for this sewer from us and our neighbors they could do something about this smell.

I hope you will seriously consider my comments and deny them another rate increase. I do not think it is feasible at this time. We just had a big jump.

Thank you.

Sincerely,



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

Cc - Office of Public Counsel

SFP 01 2009



FILE COPY
COPY

September 4, 2009

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

RE: Case Number SR-2010-0026

Please accept this letter as a protest to the requested increase from Aqua Missouri, LLC, Case#SR-2010-0026.

I am the developer for Autumn Woods Estates, LLC in Cole County, MO. One of the property owners of the subdivision alerted me of this request. Since my personal residence is not served by Aqua Missouri, I was not informed of this or the previous request made last fall.

It concerns me greatly that the excessive request last year was allowed! How can it be justified to raise any utility 62% at one time? Now within 12 months another request is made. How can another request even be allowed in this short of a period, much less considered?

I have two major reasons for protesting this increase. The first is the drastic increase to the residents of my subdivision. These families are being unfairly affected to pay increases to cover "upgrades and maintenance". The Autumn Woods systems have only been installed in the last few years. Several of these families have been customers for less than two years and now being told their rates are increasing by 108% even though they are served by a brand new plant! In addition, each homeowner has installed their own septic tank for solid waste. Aqua Missouri is charging only for treating the gray water!

My second reason for protesting this increase is for development reasons. We did not start this subdivision with the intention to have a central waste treatment system. Once it became necessary to install one, I was informed by the Department of Natural Resources that Aqua Missouri had the contract for the area and we would have to comply with their requirements and they would maintain it for the customers.

I was required to have two waste water treatment plants engineered, built, and deeded to Aqua Missouri. Not only did I have to bear the cost of over \$160,000 but I had to give them two tracts of land totaling over 1/2 acre.

My only consolation was that I was told this utility company was regulated by the Missouri Public Service Commission. It provided me the peace of mind that any ongoing costs would be controlled and any necessary increases appropriate and justified.

SEP 04 2009

Since the treatment plants are still new, we have only 7 homes built that are part of the 16 possible connections. This means that as a developer, I have been able to reclaim less than one half of my investment. Furthermore, the monthly rate for potential buyers is potentially jumping from \$27.75 to \$57.87. This does not help my chances of marketing the rest of the development!

My career involves owning a local office products business. We are all experiencing a downturn in business and rising costs. As a small business owner, I have to cut costs and be more efficient. It would be preposterous for me to try to raise prices on the customers that have been loyal to me when the others go away. How can a utility company get by with it!

Finally, last night I was speaking to another well established small business owner about stopping this increase. He joked, "All the PSC will do is be a speed bump"!

Please be willing to put a stop to this ridiculous request, and be more than a speed bump to Aqua Missouri!



Daniel Eiken
Autumn Woods Estates
5306 Zion Road
Jefferson City, MO 65109
dane@checksamco.com
(573) 619-5630

cc: Office of Public Counsel

Felleti email.txt

From: Brossier, Shylah
Sent: Monday, August 24, 2009 8:32 AM
To: Baker, Christina
Subject: FW: [Released] [SPAM? 92] SR-2010-0026

From: Richard Felletti [mailto:rich-linda@embarqmail.com]
Sent: Friday, August 21, 2009 9:47 AM
To: water.sewer@psc.mo.gov
Cc: DED.mopco
Subject: [Released] [SPAM? 92] SR-2010-0026

I know this is probably a waste of my time but Aqua Missouri needs to realize customers out of the immediate Jefferson City sewer system should not be paying to fix old sewers there. Last year I emailed my concerns about this same rate increase that was passed anyway. Politics as usual?

I live in Holts Summit, Hidden Valley subdivision is only 15 years old, treatment facility on subdivision taken over by Aqua Missouri after it was built years ago, no investment by them, only send a truck once or twice a month to look at it.

The flat residential rates they charge are ridiculous. Their charging me a flat rate of \$44.79, the same as the commercial rate for the first 7000 gallons. Our home doesn't use 7000 gallons of water a month from Callaway Water. Now they want to increase it to \$57.87? Isn't that what they wanted last year and it was reduced to \$44.79?

Just goes to show, little guy gets screwed. I'm retired living on social security and part time work to survive, no increase in S.S. this coming year. Where should I take that additional \$13.00 they want from?

ENOUGH IS ENOUGH.

rich-linda@embarqmail.com

Larry W. and Betty E. Flatt
1211 Mehmert Place
Jefferson City, MO 65101
Phone: 573-634-8056 Email: larryflatt72@gmail.com

COPY

August 28, 2009

Office of Public Counsel
Attn: Water/Sewer Dept.
PO Box 2230
Jefferson City, MO 65102

Re: SR-2010-0026 -- Aqua Missouri, Inc., Sewer Rate Increase Request

Gentlemen and Ladies:

I want to protest the proposed increase in sewer rates. There needs to be considerably more information made available to the public regarding the justification for such an exorbitant increase.

As a single family home owner, let me translate how this impacts my family. First, we use, on average, approximately 3,000 gallons of water per month. We paid \$.42 per 100 gallons for treatment of all that water prior to the 2007 increase. In 2007, we paid \$.93 per 100 gallons for sewer and sewage treatment. In 2008, you granted Aqua Missouri a rate increase that now costs us \$1.49 per 100 gallons. Now they want us to pay \$1.93 per 100 gallons in the future!

At another location where I pay utilities in Cole County (served by different water and sewer districts than my residence) the costs were \$.32 per 100 gallons for water and \$.54 per 100 gallons for sewer and sewage treatment!

In 2008, considerable new sewer construction was visible in the vicinity of Highway B and Old Wardsville Road near where we live. It appears that this work was done in anticipation of significant new development in the area. It also appears that some existing residences were hooked into the new system.

Following is a list of questions that I would like to have addressed. I would like to receive correspondence from appropriate individuals with answers to these questions. If that is not forthcoming, then these questions ought to be addressed completely in a public forum. My questions:

1. In regard to the new sewer work in the vicinity of Highway B and Old Wardsville Road, please advise how these improvements were financed. What portion of the cost was paid by developers/land owners, existing sewer users like myself, or a combination of these two groups. If a combination of sources, please identify by source and percentage who paid for this work.

SEP 01 2009

2. Is there a written policy for financing new sewer construction, and if there is, please provide a copy. If there is not a written policy, please explain how such decisions are made and on what basis?
3. What percentage of the current and proposed rates are allocated for:
 - (a.) Management expenses.
 - (b.) Operating and maintenance expenses broken down for treatment plants, sewer piping and lift stations/pumping, administrative costs, and profit.
 - (c.) Capital costs to increase capacity of treatment facilities.
 - (d.) Capital costs to replace main lines.
 - (e.) Capital costs to upgrade pumping and lift stations.
 - (f.) Compliance costs mandated by regulations and other agencies.
4. What are the initial connection fees or costs for new connections to older parts of the system? The same question for new parts of the system?
5. What is the basis for charging for sewer use? Is it only the four categories listed?
6. Why are commercial and industrial rates subsidized by residential users.
Commercial and industrial sewer users are proposed to pay the same monthly rate for over twice as many gallons per month and their rates when they exceed 7,000 gallons is less than my rate 2 years ago! Why?

I asked these and similar questions in January of 2008 and all I got was a form letter telling me that no changes in the rate would be made without the approval of the Public Service Commission. I already knew that – I wanted to know the rationale and justified need for the exorbitant increases!

I look forward to a concerted effort by the Missouri Public Service Commission, the Commission's staff, and the Office of Public Counsel to sort out what is reasonable and fair in regards to funding sanitary sewers in Cole County.

Sincerely,


Larry W. Flatt

COPY

August 21, 2009

Michael J. Gorman
Cynthia A. Gorman
1829 Rabbit Run Court
Holts Summit, MO 65043
Phone – 573-896-6057

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

To Whom It May Concern:

This is in response to your notification sent to residents on August 11th, 2009. We do **NOT** agree with the rate increase for area residents. The rates have more than doubled since we purchased our home. We have not seen any changes or improvements to represent this increase.

Thank you,

Cynthia A. Gorman
Cynthia A. Gorman

Michael J. Gorman

Michael J. Gorman

AUG 25 2009

**PETITION AGAINST PROPOSED INCREASE IN RATES
BY AQUA MO
CASE NUMBER SR-2010-0026**

We the undersigned residents of Grande Highland Estates call on the Missouri Public Service Commission, Water/Sewer Department and the Missouri Office of Public Counsel to deny the request of Aqua MO for an annual increase of sewer operating revenue.

COPY

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme. *Outrageously so!*

Name(s): Wanda Melchhoff

Address: 5202 Coventry Way
Jefferson City, MO 65101

Phone Number: 513-690-8932 or 632-9150

Thank you.

SEP 29 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Keith & Shelley Duncan

Address: 5210 Coventry Way
Jefferson City, Mo. 65101 (Grande Highland Estates)

Phone Number: (573) 636-0469

Thank you.

SEP 18 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Jennifer Gardner

Address: 519 Highland Way
Jefferson City, MO 65101

Phone Number: (573) 893-4943

Thank you.

SEP 1-8 2009

COPY

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme. FILE COPY

Name(s): Jim + Margie Hognroff
Address: 5117 Edinburgh Way
Jefferson City, MO 65101
Phone Number: 634-2934

Thank you.

SEP 21 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Chris and Sandra Hentges
Address: 5404 Aberdeen Way
Jefferson City, MO 65101
Phone Number: 573-893-4012

Thank you.

SEP 17 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Susan + John Kennigan
Address: 5116 Edinburgh Way
Jefferson City MO 65101
Phone Number: 573-634-4543

Thank you.

SEP 17 2009

COPY

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Ryan McKee

Address: 5321 Balmoral Way
Jefferson City Mo 65101

Phone Number: 573 680 5992

Thank you.

SEP 21 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Charles & Kathy Russell

Address: 505 Highland Way
Jefferson City, MO 65101

Phone Number: 893-6127

Thank you.

SEP 17 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Duane and Linde Amos *Linde Amos*

Address: 5108 Coventry Way
Jefferson City, Mo. 65101

Phone Number: 573-634-3239

Thank you.

SEP 15 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

COPY

Name(s): Doug & Jennifer Boudreau

Address: 324 Highland Waye
JC, MO 65101

Phone Number: 556-8212

SEP 14 2009

This is more than ^{Thank you.} double the rate from 2 years ago. How could they possibly need this much more money?

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

FILE COPY

Name(s): Roger & Jerene Buckman

Address: 5419 Aberdeen Waye
Jefferson City, MO 65101

Phone Number: (573)635-6348

Thank you.

SEP 10 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Jim & Carol Davenport

Address: 5414 Aberdeen Waye
Jefferson City, MO 65101

Phone Number: 573-893-2188

Thank you.

SEP 16 2009

COPY

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

COPY

Name(s): DUSTIN & Rhonda Hoskins

Address: 213 Highland Way
Jefferson City, MO. 65101

Phone Number: 573-634-8844

Thank you.

SEP 15 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): J. Douglas and Loretta KeHR

Address: 5109 EDINBURG WAY
JEFFERSON CITY, MO. 65101

Phone Number: 573-635-9913

Thank you:

SEP 16 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): ROBERT & WENDY MAUS

Address: 417 HIGHLAND WAY
JEFFERSON CITY, MO. 65101

Phone Number: 573-636-7607

Thank you.

SEP 16 2009

THEY JUST GOT A RATE HIKE
LAST YEAR! THIS IS
RIDICULOUS! ANOTHER
BAILOUT OF OBVIOUS
MISMANAGEMENT!

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

COPY

Name(s): BERNARD & ROCHELLE LUTKEMEYER

Address: 213 PALWHINDE WAY
JEFFERSON CITY, MO 65101

Phone Number: 573 893 7812

CASE # SR 2010-0026

Thank you.

If Aqua Missouri is granted this increase, our rates will be more than doubled in two (2) years!

SEP 16 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Mike & Vicky Niekamp

Address: 5304 Balmoral Way
JC MO 65101

Phone Number: 338-7474

Thank you.

SEP 16 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Daryl & Norma Oldvader

Address: 5317 Balmoral Way

Phone Number: 634-7331

Thank you.

SINCE Aqua Mo has a captive audience, they feel that they can disregard competitive economics! Any request! Do

SEP 15 2009

COPY

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme. *Especially since all they handle is gray water; each home has their own septic system.*

Name(s): _____

Address: Steve & Judy Walkenbach

5305 Balmoral Way, Jefferson City, MO. 65101

Phone Number: 573 635 9215

Thank you.

SEP 14 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Terry, Karen & Jenna Sontag

Address: 140 Highland Way

Jefferson City, Mo 65101

Phone Number: 636-3457

From \$27.75 in 2007 to \$57.87 in 2009 is more than double.

Thank you.

SEP 16 2009

COPY

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Brian & Bethany Herrbold

Address: 316 Highland waye
Jefferson City, MO 65101

Phone Number: 573-635-5012

Thank you.

SEP 25 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Randy and Mandi Steinlage

Address: 5100 Edinburgh waye
JEFFERSON City, MO 65101

Phone Number: 573-893-1996

Thank you.

SEP 24 2009

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 29.2% increase as very extreme.

Name(s): Peter & Karen Clogston

Address: 214 Dalwhinnie waye
Jefferson City, MO 65101

Phone Number: 893-4240

Thank you.

SEP 24 2009

Customer Comment

Date: August 17, 2009

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: Shirley Greil (daughter called for her)

Address: Jefferson City, MO

Phone Number:

Comments: Her mother got the notice. The bill would be more than her electric bill. This makes it more possible that her mother will have to sell her house. Social security and retirement doesn't go far.

cb

Hassler email.txt

From: Brossier, Shylah
Sent: Monday, August 17, 2009 1:48 PM
To: Baker, Christina
Subject: FW: Aqua Missouri rate increase

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

From: Belinda Hassler [mailto:HasslB@molottery.com]
Sent: Monday, August 17, 2009 1:32 PM
To: DED.mopco
Subject: Aqua Missouri rate increase

As a single widow, living alone, I feel the rate increase of \$13.08/month, proposed by Aqua Missouri, is outrageous.

I think it's unfair that I'm expected to pay the same as a large family of any size. I have a limited income and this rate increase is substantial.

Thank you for your consideration in this matter.

My home address is : 3705 RUSTY DR
JEFFERSON CITY MO 65101

My account number with Aqua Missouri is : 001545331 1088018

Belinda Hassler
Executive I
hasslb@molottery.com <mailto:hasslb@molottery.com>
573-526-7475

"More than \$3 billion to Missouri and public education;
more than \$6 billion to players."

E-mail correspondence to and from this address may be subject to the Missouri Public Records Law and may be disclosed to third parties by an authorized state official.

FILE COPY
COPY

September 11, 2009

Dear Office of the Public Counsel:

Recently, I received a notice in the mail concerning a possible rate increase in my sewer service (reference number SR-2010-0026.) Since I have no choice in my sewer service provider, I am calling on you to please take a careful look at what Aqua Missouri, Inc. is proposing.

Aqua Missouri, Inc. is proposing a rate increase equivalent to 29.2% per month. I am frustrated and extremely concerned that they would consider another increase since they have applied for and received increases twice in the last 4 years. My sewer bill has increased in that time from 22 dollars to presently 45 dollars. Now they want to increase it an additional 13 dollars to a new monthly total of 58 dollars. Do the math and that equates to almost \$700 a year. I can't afford these increases to continue. If every 2 years they continue to apply for increases soon it will be so expensive my yearly pay raises will not be able to cover them.

I have a hard time believing that this company can justify such increases. Nor can I believe that you allow them. Our economy continues to struggle and most Missourian's cost of living raises can't cover these increases.

Your commission was established to protect consumers against monopolies and unfair business practices. It is time for you to do your part and stop this. You need to look out

for the consumer's interest and stop granting increases by this company every two years (which is what has happened for the past four years.) My neighbors and I don't have an opportunity to pick our sewer service so we are left to depend on you to help us. Please take a stand against this continued price fixing.

Thank you for your time and consideration in looking into this matter and safe guarding the consumers of Missouri that have to use AquaMO because they have no other choice of service.

Sincerely,


David R. Hendrickson

Hoelscher email.txt

From: Brossier, Shylah
Sent: Monday, August 31, 2009 4:02 PM
To: Baker, Christina
Subject: FW: Customer Notice regarding rate increase

From: Pamela.Hoelscher@modot.mo.gov [mailto:Pamela.Hoelscher@modot.mo.gov]
Sent: Monday, August 31, 2009 3:15 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Customer Notice regarding rate increase

please be notified that my husband and I do not endorse this rate hike. Everything is going up, with the exception of raises. How much more can the middle class worker be expected to absorb???

Thank you for the opportunity to comment....

Pam Hoelscher

Customer Comment

Date:

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: Les Hogue

Address: 3030 Southwood Hills Rd. Jefferson City, MO 65101

Phone Number: 573-893-8811

Comments: I complained about the last increase that they took that was substantial and now that they are wanting a 30% rate increase. I have traveled around Missouri a lot and this is over twice as high as anything I have ever had to pay before on the same services. I don't think we should pay the same rate as the commercial rates. We have had lousy service from them in the past and have filed a complaint against them on. We will have to move out of Cole county if this keeps going on because we can't afford it, I am very serious about this.

sb

Customer Comment

Date: August 17, 2009

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: Tom Jones

Address: Taos, MO

Phone Number:

Comments: Fed up with these increases. He doesn't have a job and the economy way it is. Aqua has problems and no-one is taking care of them. Just cannot pay more. Co needs to learn to cut back or get out of business. There is not that much maintenance done by the co. There is no maintenance on easements. This is political garbage and the people need to stand up. Requests a local public hearing and will send a petition asking for one.

cb

Kehr_email.txt

From: Brossier, Shylah
Sent: Friday, September 11, 2009 8:12 AM
To: Baker, Christina
Subject: FW: Case No. SR-2010-0026

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

From: Doug Kehr [mailto:kehrjd@embarqmail.com]
Sent: Thursday, September 10, 2009 9:45 PM
To: DED.mopco
Cc: water sewer
Subject: Case No. SR-2010-0026

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, Mo. 65102

Dear Sirs:

I would like to comment on Case No. SR-2010-0026. I will make this as short and to the point as possible.

The request for rate increase that Aqua Missouri, Inc. is making is absurd. I think it is being handled in the wrong manner, and I suspect it is very much inflated.

I strongly believe the following:

#1 - Requests for capital improvements should be paid for by a surcharge added to the monthly bill, and then taken away when the capital improvements have been paid off. How could Aqua Missouri, Inc. or any other utility expect anything different. Would they want to buy a car and make monthly payments on it forever. Would you or I want to do that? I don't think so. Many governmental (many times local government) capital improvement projects are paid for by taxes that are approved for a certain amount of time by the taxpayers, and then expire at the conclusion of the period. This should be handled in a like manner.

#2 - Another problem caused by adding capital improvements to our monthly bill is that it may very well make it impossible for anyone living in an Aqua Missouri serviced area to sell a home. I certainly wouldn't purchase a home that has a monthly sewer bill for \$57.87. Would you? No one in their right mind would. It will be even tough to sell one with the current monthly rate of \$44.79.

#3 - They also state that they have increased operating expenses and declining revenue over the past two years. That may very well be. Once again, this should be handled through a surcharge. They should be required to calculate what the additional expenses are, and then that can be added to our monthly bill as a surcharge until such time as when the economy turns around. They should not be allowed to add their increased expenses onto the monthly bill without a provision to back them out. Otherwise they will never be backed out. Even when our Nation is prosperous once again.

On a personal note: The wife and I are on a fixed income. We are 65 and 69 years of age. We are going to put our home up for sale next spring and downsize to a condo. It will be very hard for us to sell our house if you approve this huge request of Aqua Missouri, Inc. If you do approve a nominal rate increase please keep the above statements in mind.

Thank you for taking the time to read this letter.

Page 1

Kehr_email.txt

J. Douglas Kehr
5109 Edinburgh Way
Jefferson City, Mo. 65101

COPY

Richard Lawrence
2817 Covey Lane
Jefferson City, MO 65109

August 27, 2009

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

Re: Aqua Missouri Requested Rate Increase

Gentlemen:

I was appalled when I received your notice about another requested rate increase for Aqua Missouri. We attended the meeting in Jefferson City the last time they requested a rate increase and was very disappointed in the approved increase. Now they are at it again.

Our water bill averages \$18.16 per month. Their proposed rate would be more than 3 times our water bill. Why aren't the rates based upon your water usage? Their rates are outrageous. If they can't keep a check on their expenses, then they shouldn't be in business. Why do they have declining revenues when the population and new homes increase every year in the areas they serve? Should we pay for their ineptness? I realize they may have system upgrades but this should be paid for over the lifetime of the upgrades. When we attended the meeting last year, we found out there were customers who had never paid for sewer usage because they had never been billed. Has this matter been followed up?

Please take notice of our displeasure in reviewing this requested increase.

Sincerely,

Mr + Mrs. Richard Lawrence

Mr. and Mrs. Richard Lawrence

Ral/dl
Cc: Office of the Public Counsel

AUG 31 2009

COPY

James Robert Lea
8610 North Shore Drive
Eugene, Missouri 65032
Telephone (573) 496-3615

August 31, 2009

Case Numbers: SR-2010-0026 and WR-2010-0027

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

Dear Commissioners:

This letter is in reference to Aqua Missouri, Inc.'s request before the Commission to increase both water and sewer rates at Lake Carmel Estates, located in southern Cole County.

First I was quite disturbed to receive a notice addressed to "Jefferson City Initial Customer Notice" requesting an increase in the sewer rates and the next day receiving another notice addressed to "Lake Carmel Initial Customer Notice" requesting an increase in both sewer and water rates (both dated August 11, 2009). This should be an indication of how the management of this company operates their business.

Below is a table of information taken from my actual water/sewer bills over the past ten years. Although the water/sewer company operating at Lake Carmel Estates has been sold twice in the past ten years, rates have increased dramatically since 2005.

Year/Company	Sewer Rate	Water Rate	Customer Charge
1999/Capitol Utilit.	\$22.53/month	\$1.87/1,000 gal.	
2000/AquaSource	\$22.53/month	\$1.87/1,000 gal.	
2001/AquaSource	\$22.53/month	\$1.87/1,000 gal.	
2002/Aqua Source	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2003/Aqua Source	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2004/AquaMissouri	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2005/AquaMissouri	\$22.53/month	\$1.45/1,000 gal.	\$2.95/month
2006/AquaMissouri	\$27.75/month	\$2.27/1,000 gal.	\$4.61/month
2007/AquaMissouri	\$27.75/month	\$2.27/1,000 gal.	\$4.61/month
2008/AquaMissouri	\$44.79/month	\$2.52/1,000 gal.	\$5.12/month
2009/AquaMissouri	\$44.79/month	\$2.52/1,000 gal.	\$5.12/month

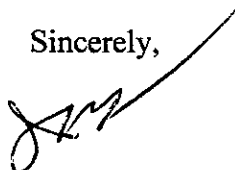
Missouri Public Service Commission
August 31, 2008
Page 2

AquaMissouri rates for sewer, water and the monthly customer charge has almost doubled since 2005. With the exception of the water tower that was installed I have not seen any improvements to the water and sewer system other than normal maintenance since 2004. AquaMissouri's notice to the Lake Carmel customers states the "primary reasons for the water increase are investment in upgrades to a well house, new meters and fencing, and increased expenses over the past two years". You should be asking what the upgrades were to the well house and where the new meters were installed. I have the same meter that was installed in 1987 when we moved to Lake Carmel. As for the fencing, that was a requirement of all public water systems after the 9/11 attack, why are we paying for it now? The water system already has chlorination/dechlorination equipment installed. Please find out if the equipment is working or if the Missouri Department of Natural Resources is requiring new equipment or if AquaMissouri just wants to upgrade the system so they can expand their customer base. If it is the latter, it is not the customer's obligation to increase the company's ability to service future customers, that is an opportunity for private investors.

As for the sewer system, I hope you thoroughly investigate the need for upgrades. Is it based upon regulatory considerations or is it based upon the need to expand future development. There has been an ongoing battle between AquaMissouri and the developer of Lake Carmel Estates (Becker Development) over expansion of the water and sewer system. Both parties knew the capacities and limitations of these systems when they acquired them. The current customers should not be caught in the middle of this dispute and should not have to pay for new expansions. In these tight economic times everyone has to tighten their belt. This is not the time for another bailout of a company that obviously has not invested in their own future.

Thank you for the opportunity to comment on these proposals. If you have any questions, please feel free to contact me.

Sincerely,



James R. Lea

✓ cc: Office of the Public Counsel

Lehman email.txt

From: Brossier, Shylah
Sent: Monday, August 17, 2009 8:24 AM
To: Baker, Christina
Subject: FW: sewer rate increase

From: Gary Lehman [mailto:vbtiger@msn.com]
Sent: Sunday, August 16, 2009 7:48 AM
To: DED.mopco
Subject: sewer rate increase

Hello, we recently received a notice from Aqua Mo saying our sewer rates will be increasing 13.08 from 44.79 to 57.87. I can't believe we are already paying almost \$45 for sewer and now they want to charge almost \$58 for sewer. This is ridiculous. We moved to wardsville from inside the Jefferson City city limits last year. Our sewer bill in Jefferson City was only around \$15. We are already paying 3 times as much. Furthermore, we talked to our neighbors and they said Aqua Mo increased their rates last year from some where around \$27 to where it is now. So basically they are doubling their rates in 1 year. That just isn't right. With people losing their homes and jobs and the recession, they want people to pay \$58 just for sewer? I really wish I could get the sewer service thru someone else cause this is outrageous.

Thank you,
Gary Lehman

Get back to school stuff for them and cashback for you. Try BingT now.

COPY

August 31, 2009

Office of Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
1-866-922-2959

To Whom It May Concern:

I am opposed to any increase in water rates. I have seen no improvements in Spring Valley's water system. Only changes in Name to whom the payments are sent to. The prices that are charged now are to high. The price to start with was \$4/per month unlimited, then \$6/per month, then \$10/per month unlimited, then my bill jumped to \$19 with a 5000 gal limit, then \$34. The last increase from January 2009 my bill went to \$53.20 per month with a 2000 gal limit. I have 2 bills at \$45.31 for the year, and one for \$56.41. On average my household uses 4000-5000 gal per month. I have no city sewer and my property is in the county. I still haul my drinking and cooking water in since the water line dead ends into my house. In 1993 water lines were all to be connected so no sediment would go to one household (No dead end lines). This has yet to be corrected. For the year of 2009 I will have paid approximately \$638.40 for water and still have to buy water to drink and cook with. Others have complained about the price. I don't know if they have contacted you or not. I was not able to make any meetings you set up due to my work schedule.

I feel the prices are too high now.

Sincerely,

David R Long

David R. Long
P.O. Box 1413
Ozark, MO 65721
417-581-3378

*PS Please put on Record
I know many have complained
and more complaints are coming*

SEP 03 2009

Melcher email.txt

From: Brossier, Shylah
Sent: Tuesday, September 08, 2009 8:16 AM
To: Baker, Christina
Subject: FW: Aqua Missouri Rate Increase Request

From: William H Melcher [mailto:whmelcher@embarqmail.com]
Sent: Tuesday, September 08, 2009 7:55 AM
To: DED.mopco; water.sewer@psc.mo.gov
Cc: whmelcher
Subject: Aqua Missouri Rate Increase Request

Re: Aqua Missouri Inc.
Increase - annual sewer operating revenues for Jefferson City area

This is in response to the notice dated August 11, 2009. After checking my records, I note that Aqua Missouri has increased their rates twice since 2006. The increase in November, 2006 reflected a 23% increase in the flat rate for residential, from \$22.53 monthly to \$27.75 monthly. Again, in November, 2008 there was an increase; this time 61%, from \$27.75 monthly to \$44.79 monthly. Thus, there has been a 98.8% increase in two years. Now they are seeking an additional 29.2% increase.

While I understand the possible need for new equipment, I question the statement, "...declining revenue over the past two years." Their revenues should only have increased due to the 98.8% increase. Usually a loss in revenues is caused by a loss of customer base. As there is rarely competition or choice of sewer service providers, I do not understand what could have caused a loss in revenues.

There is nothing to prohibit Aqua Missouri from requesting another request in the next year or two or sooner. The cost for these sewer services could easily double again very quickly.

I object to this request in any amount. Please consider carefully, the necessity of such an increase or any increase. Thank you.

Donna K. Melcher
William H. Melcher
411 Highland Way
Jefferson City MO 65101

Mergen_email.txt

From: Brossier, Shylah
Sent: Monday, August 24, 2009 2:55 PM
To: Baker, Christina
Subject: FW: Case Number SR-2010-0026

From: Pat Mergen [mailto:pkmergen@yahoo.com]
Sent: Monday, August 24, 2009 2:28 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Case Number SR-2010-0026

I am writing in response to the request by Aqua Missouri, Inc. (Aqua) for a permanent increase in the sewer rates for Jefferson City. It seems like it was just yesterday that we were faced with a similar request. In fact, it was just last year, in 2008, that Aqua requested and was granted a rate increase. While the rates did not increase as much as they had requested, in October of 2008, they did receive an increase of over 80%. Now they are requesting another 29.2% increase. Is this going to become an annual increase?

In our subdivision of 18 homes, which is served by a lagoon, I can't believe that it costs Aqua over \$1000 per month to maintain and service the lagoon. Prior to Aqua and their predecessors gaining control of the lagoon in the early 1990's, the subdivision residents maintained it for less than \$50 per month, with money left over for a neighborhood picnic every year. When Aqua gained control - at very little cost to them - they talked of installing a pump station -- that has never happened. They did installed a new fence several years ago and in 2007 replaced some manholes.

These two items are the only upgrades they have made to our system, that I am aware of, in a number of years. Besides cutting grass and testing the lagoon (I'm assuming they do test the lagoon) they have little expense with our lagoon. They say they have made system upgrades and capital improvements that amount to \$200,000. The request also sites declining revenue over the past two years. They have already had two rate increases in the past 3 years and are now seeking a third rate increase in the same period. Perhaps they need to bill the customers that have had these improvements, because we haven't seen this type of expenditure in our subdivision.

In addition, one third of our subdivision residents are retired individuals living on limited, fixed incomes. I'm sure the type of increase that Aqua is requesting will be a hardship on these people. I wonder if it becomes a matter of sewage service or food and medicine what will happen. Does Aqua want customers to choose between sewage service and other necessities?

I hope in your evaluation of the company, you will review the salaries of the management of

Mergen_email.txt

Aqua. Are their salaries in line with managers of similar sized companies? Did they receive significant pay increases this year? I doubt that anyone in our subdivision is making the type of salary these managers are making, and those of us who are able to work are hard working individuals. We are not sitting in an office waiting for the monthly fees to arrive in the mail.

I ask that you investigate this request thoroughly and determine if another rate increase so soon is really necessary. I also hope I don't have to write this type of letter again next year. Perhaps I should develop a form letter that I can submit every year if Aqua continues to seek annual rate increases which in my opinion are too excessive.

Thank you,

Pat Mergen
5809 Horseshoe Dr.
Jefferson City, MO 65109
573-635-8139

COPY

5421 Bradford Ct.
Jefferson City, MO 65101

September 4, 2009

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

RE: Notice of Increase to Annual Sewer Operating Revenues
Case Number SR-2010-0026

Dear Commissioners:

I am writing to you in response to a customer notice that I received from Aqua Missouri by mail on August 17, 2009. This notice outlines a request to increase their annual sewer operating revenues for the Jefferson City Area by 29.2 percent. Frankly, I am appalled at this request. I was already shocked by the current rates and sense that Aqua Missouri may be overcharging customers for the service fees in this district in order to increase profit margins and/or distribute costs from higher maintenance systems. I would like to see a detailed explanation of the system upgrades that they claim as the reason for requesting the rate increase and also a detailed list of their current and future operating expenses that would justify such an increase to an already high rate.

To my knowledge the treatment system servicing my subdivision (Helias Drive Wastewater Treatment Plant) consists of small gravity fed concrete settling/aeration tanks that may or may not include chemical treatment and the effluent discharges directly to a nearby stream. It is also my understanding that most of sewer systems owned and operated by Aqua Missouri in the Jefferson City Area (District #4) are made up of these types of small, localized treatment stations which are primitive compared to some of the larger neighboring districts and lack the more sophisticated chemical treatment processes. According to my resources, the operating costs for the type of system servicing my subdivision are usually much lower compared to larger, more complicated, integrated systems. My background is environmental engineering and part of my current job involves regulation of hazardous waste disposal and oversight of waste treatment processes. I have extensive knowledge in environmental protection practices. I am skeptical that this sewage treatment system has a need for \$200,000 in system upgrades and if so I surmise that only a small portion of that, if any, will be used on the system that serves my subdivision. Again, I request to see detailed plans showing the type of treatment system(s) currently in use, number of households served by each system, itemized operating costs for each system in this district, and details of the proposed upgrades, including detailed cost estimates.

Furthermore, I do not feel that Aqua Missouri is justified to include the costs for upgrading outdated treatment system equipment in order to stay in compliance with current environmental regulations and recoup declining revenue from previous years as stated in their notice. These should be covered by their corporate stakeholders as part of normal business practices/financial planning and not passed along to the customer as an additional charge. I should not have to pay

SEP 08 2009

to correct deficiencies in their system or pay for their poor financial management. I would like to see further investigation into their current revenue requirement. I also feel that the fees I am paying for my particular treatment system may be inflated to compensate for costs of higher maintenance systems owned by Aqua Missouri in other areas.

My current sewer rate of \$44.79 per month is much higher than fees of neighboring districts. I have recently moved from a residence that was located in Jefferson City Public Water Supply District #2 which is only a few miles from where I live now. I am enclosing copies of my statements detailing monthly rates for that district. As recent as March 2009, the monthly rate for sewer was only \$13.80 per month. I understand that District #2 probably serves more customers which would tend to lower individual rates, but it is probably also a larger, more advanced treatment system with a higher operating cost. Therefore, the cost per household should be comparable given the similar demographical and geological setting. I agree that Aqua Missouri should be allowed a reasonable return on their investment, however an increase to \$57.87 monthly flat rate per household for sewer alone seems ludicrous compared to rates of neighboring districts given the type of treatment systems in use. I do not believe this is a just, reasonable, and affordable rate and that regulation should be used to serve as the pseudo-surrogate for competition to mitigate price gouging.

I recommend that if Aqua Missouri needs to set a higher rate to meet their revenue requirement that they look at other alternatives such as rates based on water usage and/or the operating costs of the treatment system that a particular household is connected to instead of going with a flat rate per household. This would seem a more fair option under the current economical situation for those who do not generate as much sewage or who are not connected to high maintenance systems. There may also be an option for Aqua Missouri to apply for federal stimulus money through the American Recovery and Reinvestment Act of 2009 to assist with infrastructure upgrades without passing along costs to the customer. Is this being looked into? I also suggest that Aqua Missouri host a public meeting to explain to customers the specifics about the operating revenues increase, other options being considered, and allow customers the opportunity to ask questions and voice opinions on rate increases.

I will also add that if Aqua Missouri is granted this rate increase, I will be reporting Aqua Missouri to my Attorney General's Office and also the Better Business Bureau for further investigation into their business practices.

Thank you for your time and attention to this matter.

Sincerely,



Shawn Muenks, P.E.

cc: Office of the Public Counsel
Attn: Water/Sewer Dept.

Enclosure

SEND PAYMENTS TO:

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd

ACCOUNT NO.		(573) 635-7011		
DATE BILL MAILED		FROM	TO	DAYS USED
02/28/06		01/24/	02/23/	30
PREV. READING	PRES. READING	GALLONS USED		AMOUNT
1152	1186	3400		
WRA	WATER			12.90
SEW	SEWER			12.68
URA	USER FEE			0.14
	FIRE PROT			0.00
	Tax			0.13
	PREVIOUS BALANCE			0.00
CURRENT BILL DUE DATE		AFTER DUE DATE	BY DUE DATE	
03/15/2006		AMOUNT DUE	26.50	25.65
2422 B EAST MCCARTY ST				

SERVICE ADDRESS: NOTICE: RATES WILL INCREASE FOR CUSTOMERS USING OVER 1000 GALLONS BY \$.55 PER 1000 GALLONS

SEND PAYMENTS TO:

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

ACCOUNT NO.		(573) 635-7011		
DATE BILL MAILED		FROM	TO	DAYS USED
03/31/06		02/23/	03/22/	27
PREV. READING	PRES. READING	GALLONS USED		AMOUNT
1186	1216	3000		
WRA	WATER			12.50
SEW	SEWER			12.68
URA	USER FEE			0.14
	FIRE PROT			0.00
	Tax			0.13
	PREVIOUS BALANCE			0.00
CURRENT BILL DUE DATE		AFTER DUE DATE	BY DUE DATE	
04/15/2006		AMOUNT DUE	26.08	25.45
2422 B EAST MCCARTY ST				

SERVICE ADDRESS: NOTICE: RATES WILL INCREASE FOR CUSTOMERS USING OVER 1000 GALLONS BY \$.55 PER 1000 GALLONS

SEND PAYMENTS TO:

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd 3-50

ACCOUNT NO.		(573) 635-7011		
DATE BILL MAILED		FROM	TO	DAYS USED
02/28/07		01/24/	02/20/	27
PREV. READING	PRES. READING	GALLONS USED		AMOUNT
1597	1631	3400		
WRA	WATER			12.90
SEW	SEWER			12.58
URA	USER FEE			0.23
	FIRE PROT			0.00
	Tax			0.13
	PREVIOUS BALANCE			0.00
CURRENT BILL DUE DATE		AFTER DUE DATE	BY DUE DATE	
03/15/2006		AMOUNT DUE	26.49	25.84
2422 B EAST MCCARTY ST				

SERVICE ADDRESS: SIGN UP TODAY FOR BANK DRAFT PAYMENTS NO CHARGE TO YOU. IT'S FREE

SEND PAYMENTS TO:

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

ACCOUNT NO.		(573) 635-7011		
DATE BILL MAILED		FROM	TO	DAYS USED
03/30/07		02/20/	03/21/	29
PREV. READING	PRES. READING	GALLONS USED		AMOUNT
1631	1661	3000		
WRA	WATER			12.50
SEW	SEWER			12.58
URA	USER FEE			0.23
	FIRE PROT			0.00
	Tax			0.13
	PREVIOUS BALANCE			0.00
CURRENT BILL DUE DATE		AFTER DUE DATE	BY DUE DATE	
04/15/2006		AMOUNT DUE	26.07	25.44
2422 B EAST MCCARTY ST				

SERVICE ADDRESS: SIGN UP TODAY FOR BANK DRAFT PAYMENTS NO CHARGE TO YOU. IT'S FREE

SEND PAYMENTS TO:

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

pd 9-7-08

ACCOUNT NO.		(573) 635-7011		
DATE BILL MAILED		FROM	TO	DAYS USED
08/31/08		07/22/08	08/20/08	29
PREV. READING	PRES. READING	GALLONS USED		AMOUNT
2225	2257	3200		
WRA	WATER			12.70
SEW	SEWER			13.60
URA	USER FEE			0.23
	FIRE PROT			0.00
	Tax			0.13
	PREVIOUS BALANCE			0.00
CURRENT BILL DUE DATE		AFTER DUE DATE	BY DUE DATE	
09/15/2006		AMOUNT DUE	27.50	26.86
2422 B EAST MCCARTY ST				

SERVICE ADDRESS: FOR ANSWERS TO ALL YOUR SEWER QUESTIONS CALL 573-634-6328. THEY WILL BE HAPPY TO HELP YOU!

SEND PAYMENTS TO:

PUBLIC WATER SUPPLY DISTRICT #2
P.O. BOX 104238
JEFFERSON CITY MO 65110-4238

ACCOUNT NO.		(573) 635-7011		
DATE BILL MAILED		FROM	TO	DAYS USED
03/09/09		02/24/09	03/09/09	13
PREV. READING	PRES. READING	GALLONS USED		AMOUNT
2575	2589	1400		
WRA	WATER			6.50
SEW	SEWER			13.80
URA	USER FEE			0.23
	FIRE PROT			0.00
	Tax			0.07
	PREVIOUS BALANCE			0.00
CURRENT BILL DUE DATE		AFTER DUE DATE	BY DUE DATE	
04/15/2006		AMOUNT DUE	-9.40	-9.40
2422 B EAST MCCARTY ST				

SERVICE ADDRESS: PLEASE DO NOT USE STAPLES OR TAPE ON RTI.S THANK YOU

COPY

September 9, 2009

Office of the Public Counsel
Attn: Water/Sewer Dept
P.O. Box 2230
Jefferson City, MO 65102

Subject: Case Number **SR-2010-0026** (Proposed Rate Increase)

My wife and I are residents of a small subdivision, Shagbark Circle, located in Cole County. The subdivision's sewer system is maintained by Aqua Missouri Incorporated. I am writing in opposition to a proposed 29.2 percent in sewer system rates proposed by Aqua Missouri.

In the past two years my sewer bill has increased by over 62 percent and Aqua Missouri wants more. It seems to me that every year they come to the PSC asking for a large rate increase with the expectation of getting a sizable portion of it. And it appears to be working for them. In its request Aqua Missouri bases part of its request for an increase on a decline of revenue. HOW CAN THIS BE? When you have been given a 62 percent increase in rates over the past two years. Either Aqua Missouri does a very poor job of running its business or they're just trying to stick it to customers who have no choice but to pay.

Again, I don't believe a rate hike in our sewage fees is justified. The 31 families in our subdivision already pay \$ 16,662 annually or over \$166,188 for a ten year period. That seems like a lot of money to maintain a system that WE originally bought and paid for. When the Subdivision was built the developer installed the sewer system and the small treatment facility. The cost of the installation of the sewer system was shared by the property owners as part of the cost of building lots. Initially the property owners in the subdivision maintained the system, but later turned the system over to the county at no cost.



Albert G Nichols
3712 Oakridge Rd
Jefferson City, MO 65109

Nowack email2.txt

From: Judy Nowack [jnowack@embarqmail.com]
Sent: Monday, September 28, 2009 12:21 PM
To: Baker, Christina
Subject: Re: Case # SR-2010-0026

Is there a meeting that we can attend regarding the proposed rate increase? If so when it is?

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

From: Baker, Christina
To: jnowack@embarqmail.com
Sent: Friday, September 11, 2009 4:59 PM
Subject: FW: Case # SR-2010-0026

Richard & Judy Nowack,

Thank you for your comments regarding Aqua Missouri, Inc.'s request for a rate increase. They are very helpful to my office's efforts to ensure ratepayers' concerns are heard by the MO Public Service Commission.

Any rate increase must be approved by the Commission. All comments are forwarded to the Commissioners and they do rely on these comments to assist them in deciding whether to approve a rate increase.

The Staff of the Public Service Commission is currently performing an audit on the company. The audit will be reviewed by my office before any rate increase is submitted to the Commission for their approval.

Please feel free to give my name and contact information to your neighbors who would like to submit comments as well.

Again, thank you for your comments.

Christina Baker, PE, JD
Senior Public Counsel
Office of the Public Counsel
PO Box 2230
Jefferson City, MO 65102
573-751-5565 phone
573-751-5562 fax
christina.baker@ded.mo.gov

From: Judy Nowack [mailto:jnowack@embarqmail.com]
Sent: Friday, September 11, 2009 3:50 PM
To: DED.mopco
Cc: Judy Nowack
Subject: Case # SR-2010-0026

From:
Richard A & Judith A Nowack
12016 County Rd. 4001
Holts Summit, MO 65043-2538
573-896-5538
jnowack@embarqmail.com

Nowack_email2.txt

To:
Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

September 11, 2009

Re: Case # SR-2010-0026

We live in Big Sky subdivision, County Rd. 4001, Holts Summit. This area has approximately 25 homes, all newer. We do not feel that we should have our rates adjusted/increased.

When we moved into this neighborhood in December of 2006 the rates were \$22.53 per household. Now we are being charged \$44.79 and Aqua Missouri is asking to increase the rates to \$57.87. This seems exorbitant. We do not receive full service, as we are responsible for:

- * septic tanks holding the solids
- * having the tanks pumped when necessary
- * electric control panels to pump the liquids to the treatment site
- * float systems
- * electricity to operate the panels
- * any and all repairs necessary for this system. Those repairs can be quite expensive.

People in Jefferson City are paying approximately \$17.05 for full service.

We already feel that \$44.79 is beyond affordable. Perhaps Aqua Missouri should look at ways to increase their efficiency. Many businesses operate in the red until they reach a certain point, or invest capital up front in order to be able to operate at a profit.

Please give this matter very serious consideration.

Thank you,
Richard & Judy Nowack

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.409 / Virus Database: 270.13.91/2363 - Release Date: 09/11/09 09:15:00

Nowack email3.txt

From: Judy Nowack [jnowack@embarqmail.com]
Sent: Tuesday, September 29, 2009 1:31 PM
To: Baker, Christina
Subject: Re: Case # SR-2010-0026

Okay, thank you. We would like to attend the meeting. It still really upsets us that they think they should be able to charge us so much when people with full service in Holts Summit and in Jeff. City are apparently paying approx. \$17. The \$44.79 that we're being charged now seems exhorbitant.

Thank you again,
Judy & Richard Nowack

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

From: Baker, Christina
To: Judy Nowack
Sent: Tuesday, September 29, 2009 8:11 AM
Subject: RE: Case # SR-2010-0026

Richard & Judy Nowack,

Thank you for your interest in a local public hearing regarding Aqua's request for a rate increase. While local public hearings are not automatically held, my office has asked for them in the past and I assume will ask for them in these cases as well. The timeline for the cases do not show local public hearings until around February, if they are approved by the Commission.

If a local public hearing is scheduled, you will get a notice from the company. I also try to send out emails to those who have contacted me with an email address. However, if you wish to contact me for a status update closer to February that would be fine.

Thank you again,

Christina Baker, PE, JD
Senior Public Counsel
Office of the Public Counsel
PO Box 2230
Jefferson City, MO 65102
573-751-5565 phone
573-751-5562 fax
christina.baker@ded.mo.gov

From: Judy Nowack [mailto:jnowack@embarqmail.com]
Sent: Monday, September 28, 2009 12:21 PM
To: Baker, Christina
Subject: Re: Case # SR-2010-0026

Is there a meeting that we can attend regarding the proposed rate increase? If so when it is?

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

From: Baker, Christina
To: jnowack@embarqmail.com

Nowack_email3.txt

Sent: Friday, September 11, 2009 4:59 PM
Subject: FW: Case # SR-2010-0026

Richard & Judy Nowack,

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Any rate increase must be approved by the Commission. All comments are forwarded to the Commissioners and they do rely on these comments to assist them in deciding whether to approve a rate increase.

The Staff of the Public Service Commission is currently performing an audit on the company. The audit will be reviewed by my office before any rate increase is submitted to the Commission for their approval.

Please feel free to give my name and contact information to your neighbors who would like to submit comments as well.

Again, thank you for your comments.

Christina Baker, PE, JD
Senior Public Counsel
Office of the Public Counsel
PO Box 2230
Jefferson City, MO 65102
573-751-5565 phone
573-751-5562 fax
christina.baker@ded.mo.gov

From: Judy Nowack [mailto:jnowack@embarqmail.com]
Sent: Friday, September 11, 2009 3:50 PM
To: DED.mopco
Cc: Judy Nowack
Subject: Case # SR-2010-0026

From:
Richard A & Judith A Nowack
12016 County Rd. 4001
Holts Summit, MO 65043-2538
573-896-5538
jnowack@embarqmail.com

To:
Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

September 11, 2009.

Re: Case # SR-2010-0026

We live in Big Sky subdivision, County Rd. 4001, Holts Summit. This area has approximately

Nowack_email3.txt

25 homes, all newer. We do not feel that we should have our rates adjusted/increased.

When we moved into this neighborhood in December of 2006 the rates were \$22.53 per household. Now we are being charged \$44.79 and Aqua Missouri is asking to increase the rates to \$57.87. This seems exorbitant. We do not receive full service, as we are responsible for:

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- * float systems
- * electricity to operate the panels
- * any and all repairs necessary for this system. Those repairs can be quite expensive.

People in Jefferson City are paying approximately \$17.05 for full service.

We already feel that \$44.79 is beyond affordable. Perhaps Aqua Missouri should look at ways to increase their efficiency. Many businesses operate in the red until they reach a certain point, or invest capital up front in order to be able to operate at a profit.

Please give this matter very serious consideration.

Thank you,
Richard & Judy Nowack

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.409 / Virus Database: 270.13.91/2363 - Release Date: 09/11/09 09:15:00

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.409 / Virus Database: 270.13.114/2402 - Release Date: 09/29/09 05:54:00

Nowack email.txt

From: Brossier, Shylah
Sent: Friday, September 11, 2009 3:50 PM
To: Baker, Christina
Subject: FW: Case # SR-2010-0026

From: Judy Nowack [mailto:jnowack@embarqmail.com]
Sent: Friday, September 11, 2009 3:50 PM
To: DED.mopco
Cc: Judy Nowack
Subject: Case # SR-2010-0026

From:
Richard A & Judith A Nowack
12016 County Rd. 4001
Holts Summit, MO 65043-2538
573-896-5538
jnowack@embarqmail.com

To:
Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

September 11, 2009

Re: Case # SR-2010-0026

We live in Big Sky subdivision, County Rd. 4001, Holts Summit. This area has approximately 25 homes, all newer. We do not feel that we should have our rates adjusted/increased.

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- * electric control panels to pump the liquids to the treatment site
- * float systems
- * electricity to operate the panels
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We already feel that \$44.79 is beyond affordable. Perhaps Aqua Missouri should look at ways to increase their efficiency. Many businesses operate in the red until they reach a certain point, or invest capital up front in order to be able to operate at a profit.

Please give this matter very serious consideration.

Thank you,
Richard & Judy Nowack

Nutter_email.txt

From: Brossier, Shylah
Sent: Tuesday, September 08, 2009 4:40 PM
To: Baker, Christina
Subject: FW: Comment on Case #SR-2010-0026

From: Nutter, Tina
Sent: Tuesday, September 08, 2009 4:39 PM
To: DED.mopco; 'water.sewer@psc.mo.gov'
Subject: Comment on Case #SR-2010-0026

I have comments regarding the recent proposed rate increase for Aqua Sewer, reference # SR-2010-0026. I feel the proposed rate increase is a ridiculous request and should not be approved. Over the duration of 2 years, I have FREQUENTLY called Aqua Sewer & complained about the awful smell coming from our lagoon. I receive no call back, however, when I call to see if anything has been done their answer is always the same, "we had a guy go check on it & all the defibulators are working." That is the end of it always. No answers such as "we are going to put more defibulators in" or "we will try to fix the problem". It is always just sorry about your luck & your neighborhood smelling like sh*t, too bad for you. I understand not everyone is willing or has the time to submit a comment about the awful smell but if you go to Cedar Valley Road & ask anyone personally they will tell you the EXACT same thing. Several people in our neighborhood have called repeatedly & got the same response..... NOTHING. why should we have our rates raised when our lagoon isn't being taken care of properly in the first place? Shouldn't we have the satisfaction of fresh air before they start charging us an outrageous rate? we will pay the higher rate & our neighborhood will still stink because they got the rate approved, why should they do anything about the smell, they have gotten away with not doing anything about it for this long.

Sincerely,
Catina Nutter
1704 Cedar Valley RD
Jefferson City, MO 65109

Customer Comment

Date: August 17, 2009

Facility: Aqua Missouri, Inc.

Case Number: SR-2010-0023, WR-2010-0025, SR-2010-0026, WR-2010-0027

Name: Ken Oidtman

Address: Wardsville, MO

Phone Number:

Comments: Opposes increase. Co got an increase less than a year ago. No difference in the plant near him and no service is required there.

cb

Pettitt email.txt

From: Brossier, Shylah
Sent: Thursday, September 10, 2009 8:28 AM
To: Baker, Christina
Subject: FW: [Released] SR-2010-0026

From: Terry Pettitt [mailto:igjoe02@hotmail.com]
Sent: Tuesday, September 08, 2009 10:57 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: [Released] SR-2010-0026

Hello,

I am a Jefferson City area resident who received the notice regarding the request from Aqua Missouri, INC to raise residential rates. While I do recognize that the upgrades are probably legitimately needed. I also realize that many area residents and business' are also dealing with a poor economy and rising cost in everything at the same time. I think that it is very easy for a company to say they need extra money to cover the cost of a project and not first look internally for ways to save money but simply go to it's customers and increase the cost of the services. Possibly the resolution to their funding is two part, one cutting cost internally and two raising rates, but not as high as proposed in the letter. If and only if all other avenues of generating income have been explored and they can't come up with the funding, then they can look to raise the rates.

Thanks,
Terry & Stephanie Pettitt

2041 Sterling Ridge Rd
Holts Summit, MO 65043

Hotmail® is up to 70% faster. Now good news travels really fast. Try it now.

Pitzen email.txt

From: Brossier, Shylah
Sent: Friday, September 11, 2009 11:21 AM
To: Baker, Christina
Subject: FW: Sewer rate increase

From: parkersma@aol.com [mailto:parkersma@aol.com]
Sent: Friday, September 11, 2009 10:56 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Sewer rate increase

I'm writing to voice my opinion about the proposed rate increase from Aqua MO for sewer rates. I live in a small, rural subdivision outside New Bloomfield, MO, Ryan's Lake. Our rates are already extremely high compared to rates of much larger areas. The rates increased by over \$10 less than a year ago. We have a small lagoon, visible from my home, and in the almost 9 years I have lived there, I have NEVER seen anyone performing any work on it. I'm not saying that it hasn't been maintained but I'm sure it hasn't required excessive attention that would require our rates to increase by that much. In fact, I lived at this address for almost 3 years before we were even contacted by Aqua MO about having to pay them for sewer services. I've found the company to be very unprofessional and not at all helpful when any of us have contacted them with questions about our services or bills. I sickens me to think we continue to give them more money for poor service. They may have made improvements and upgrades in larger areas but we have not seen any of this in with our lagoon and system. I strongly disagree that they deserve any type of increase and, in fact, I believe we are currently being over charged for the bare services we have at this time.

Jamie Pitzen
9443 Tasha Ln.
New Bloomfield, MO 65063
(573)680-4263

Ross email.txt

From: Brossier, Shylah
Sent: Wednesday, September 09, 2009 8:19 AM
To: Baker, Christina
Subject: FW: Aqua Missouri, Inc. Request for Rate Increase

From: Stacey Ross [mailto:sross0806@embarqmail.com]
Sent: Tuesday, September 08, 2009 9:42 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Aqua Missouri, Inc. Request for Rate Increase

To whom it may concern:

I have been a resident of the Ryan's Lake subdivision in New Bloomfield, Missouri for a little over 5 years now. When I moved into this subdivision, I was never contacted by Aqua Missouri, Inc. of the cost in sewer charges. It was by sheer luck that my neighbors introduced themselves to me a couple days after I moved in and informed me that I should contact them to set up my account. I did and have paid my sewer bill on time every month. Since I have been here, my sewer bill has increased from 22.75 a month to 44.79 a month. With the new proposed rate of 57.85 a month that will be an increase of \$35.10 a month, or 60.6% increase in the last 5 years.

Further, since I have lived here, it has been discussed among the residents here the fact that not everyone receives monthly statements from Aqua Missouri, Inc, nor does everyone pay their bills monthly. Aqua Missouri, Inc. states they need this pay increase to offset declining revenues over the last two years and to cover upgrades made to the system. I find that hard to believe since every house in this subdivision has now been occupied as of the last several months with the building of new houses over the past five years. The subdivision has doubled since I have been here. If Aqua Missouri, Inc., is requesting this due to declining revenues, I would offer they take a more proactive approach to ensuring they are receiving payments from those homeowners who are not submitting payments monthly and those they have never contacted to setup accounts. Those of us who do make our payments monthly should not be burdened even more in this declining economy to cover Aqua Missouri's, Inc lackadaisical approach to revenue collections.

I urge you to deny their request for a rate increase.

RE: Case #SR-2010-0026

Rucker_email.txt

From: Brossier, Shylah
Sent: Thursday, September 10, 2009 3:45 PM
To: Baker, Christina
Subject: FW: Aqua Missouri - Proposed Rate Increase for Sewer Services (SR-2010-0026)
Attachments: Aqua MO rate increase Sept 09.docx

From: Rucker, Rebecca L.
Sent: Thursday, September 10, 2009 3:41 PM
To: DED.mopco
Subject: Aqua Missouri - Proposed Rate Increase for Sewer Services (SR-2010-0026)

Please see attached document for my comments regarding Aqua Missouri' proposed rate increase for sewer services (SR-2010-0026).

If you have any questions, please feel free to contact me.

Thanks.

Rebecca L. Rucker, CPA
Assistant Deputy Director
Institutional Reimbursement Unit
MO HealthNet Division
Missouri Department of Social Services
phone: (573) 751-5663, fax: (573) 526-7875
email: Rebecca.L.Rucker@dss.mo.gov

Rebecca L. Rucker
2805 Foxdale Drive
Jefferson City, MO 65109
Home: (573) 635-2429
Work: (573) 751-3737

September 9, 2009

Public Service Commission
Attn: Water / Sewer Dept.
P.O. Box 360
Jefferson City, MO 65109
E-Mail: water.sewer@psc.mo.gov

Office of the Public Counsel
Attn: Water / Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
E-Mail: mopco@ded.mo.gov

Dear Sir / Madam:

I have several questions and concerns about Aqua Missouri's proposed rate increase for sewer services. First of all, just on the face of the rate request, is a \$58 monthly charge really a reasonable charge for sewer service for a 1 or 2 person family? If nothing else is even looked at I think it can be clearly seen that this is an extremely high rate for a residential customer to be paying for sewer service. It appears this company is spending money extravagantly and expecting rate payers to pay for it without gaining any benefit. Particularly in these difficult economic times, why is the company doing this? I sincerely hope the PSC and OPC will not allow this to happen again (the facility received a 67% increase last September 2008). Attached is a summary of the various issues I have with the company's proposal.

I would appreciate it if you could review the attached and respond to my questions. Also, please take them into consideration when formulating the decision about whether this company needs an increase.

I appreciate any assistance you can provide in this matter. If you have any questions, you may contact me at the address, email or telephone numbers indicated above.

Sincerely,

Rebecca L. Rucker

Aqua Missouri, Inc.
SR-2010-0026
Comments regarding Rate Increase (Sept 09)

1. Overall concerns
 - a. Rates increased last Sept. 2008 by approximately 67%
 - i. the flat monthly charge increased from approximately \$27 to \$45
 - b. Current proposed increase results in another 29% increase
 - i. the flat monthly charge increased from approximately \$45 to \$58
 - c. The rate increases are not reasonable
 - d. The sewer charges are not reasonable
 - i. Current city sewer charges from American Water service
 - Family of 4 = approximately \$18 per month
 - Amounts are based on water usage
 - e. Are the increases necessary for the provision of safe and adequate service?
 - f. The increases and cost of service is particularly difficult in this economy where many people are not receiving raises or may not have jobs at all.
 - i. Why is this company spending money, seemingly extravagantly, and expecting rate payers to pay for it but not gain any benefit?
 - ii. Why would the PSC allow this to happen?
2. Plant costs -- The developer and residents of the subdivision paid for the plant. The developer later gave the sewer treatment system to a sewer company and it was eventually acquired by Aqua Source.
 - a. How is the "cost" of the plant accounted for in determining the rates when the initial plant has already been paid for? It does not appear that there have been any major capital improvements in the subdivision.
 - b. The residents have already paid for the plant -- are they paying for it again in its rates?
 - c. Are we paying for the plant of other subdivisions? Our system operates independently and is not connected to other systems.
3. Capital improvements -- The current and prior (Sept. 2008) rate increase requests both indicated a major portion of the increase was attributable to capital improvements. The Quail Valley Lake subdivision is not aware of any "improvements" being done to its system.
 - a. What are the capital improvements?
 - b. Where are the improvements being made?
 - c. If the improvements were made to other systems, why should Quail Valley Lake residents have to pay for them?
 - d. The sewer system in the Quail Valley Lake subdivision operates independently of other systems so it does not seem reasonable or equitable for us to be paying for improvements made to other systems.

4. Increased operating expenses -- The current and prior (Sept. 2008) rate increase requests both indicated a portion of the increase was also attributable to increased operating expenses
 - a. What are these increased operating expenses?
 - b. Are they attributable to increased cost of operations at Quail Valley Lake subdivision?
 - i. If so, what are they?
 - c. Was the increase attributable to salary increases?
 - i. If so, how much were these increases?
 - ii. How does Aqua MO's wages / salaries and increases in wages / salaries compare to other industry salaries?

5. Rate structure --
 - a. The rate structure is a flat amount for residential customers.
 - i. How many other systems use a flat rate structure rather than a rate structure based on usage?
 - ii. What are the rates for other systems using such a system?
 - iii. It doesn't seem reasonable and equitable that a family of 1 or 2 should be paying the same as a larger family of 4, 5, 6 or more.

 - b. The rate structure for homes is different than mobile homes.
 - i. Why would the structure be different? They are both residential dwellings.

 - c. Commercial and industrial rate structure begins with the same monthly charge as homes for the first 7,000 gallons and then there is an additional rate per 1,000 gallons.
 - i. Why would a residential structure be the basis of the commercial structure?
 - ii. By using the same initial flat monthly rate, it appears that the home rate assumes all home owners would use 7,000 gallons per month
 1. This is not a reasonable assumption since usage will vary by household and is largely impacted by the number of people in the home
 2. My average water usage is approximately 3,500 - 4,000 per month
 - a. If the \$45 monthly charge for 7,000 gallons was prorated, the monthly charge would drop to between \$22 - \$26 per month

6. Pumping charges -- Residents have to pay for periodic pumping of the septic tanks in their yards to remove the sludge. The sewer company maintains that since the septic tanks are in our yards we own them and are responsible for the pumping and associated cost.
 - a. At the public hearing for the rate increase last Sept. 2008, a member of the PSC staff indicated that pumping the septic tanks was the sewer company's responsibility
 - i. The PSC staff provided a copy of the contract indicating such but no further action was ever taken

 - b. Residents have been paying extra for this service for years (if not always).
 - i. If we should not have been paying for this, will we get a refund for these payments?

c. Who owns the tanks in the yard?

Rudroff email.txt

From: Brossier, Shylah
Sent: Thursday, September 10, 2009 8:28 AM
To: Baker, Christina
Subject: FW: Aqua MO Rate Increase Case Number RS-2010-0026

From: Seth Rudroff [mailto:smrudroff@yahoo.com]
Sent: Wednesday, September 09, 2009 9:47 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Aqua MO Rate Increase Case Number RS-2010-0026

Seth Rudroff
12498 Co Rd 4047
Holts Summit, MO 65043
573-301-7788

In reference to: Case SR-2010-0026:

To whom it my concern:

When we purchased our house 3.5 years ago, our Aqua bill for sewer services was about \$23 a month. A little over a year ago they jacked the price up to almost \$45 a month. We didn't say much then because their reason was high fuel prices. All of us know that the fuel prices came down a long time ago and our rates never did, instead, we are told that we will have to pay \$57.87 a month for our sewer! For the last 3.5 years my household's average monthly electric/gas bill was under \$80. That would mean, with Aqua's new price, that for several months out of the year, our sewer would cost more than our utilities!

As for service related problems, we have had many, and you can check their records for that. We live on a dead end culdesac over 200 yards uphill from their treatment station, and we have to smell all of our neighbor's sewage every summer evening/night. I have complained many times about their smell, and for some reason they can't figure it out. Maybe its because they can't smell it from their house!

The reasons for this price sky-rocket are not clear to me. I am a small business owner, and when I need new equipment, upgrades, or have unexpected costs, they come out of my overhead or profit. I don't get to raise my price everytime my company needs something, if I did, I wouldn't be in business much longer. It seems that Aqua has all of its customers caught in a monopoly, they are our only choice for sewer services and they know it. These monthly price hikes seem outrageous. To go from \$23 a month to \$44.79 and now \$57.87 in under 4 years is unacceptable. My neighborhood/household completely and totally disagrees with this price jump. When will Aqua get what they want per household per month?

Thanks for considering what we have to say.

Rudroff_email.txt

Concerned Customer,

Seth Rudroff

Case Number: RS-2010-0026

COPY



3910 AUTUMN WOODS LN, LOHMAN, MO 65053 (573) 893-4714 FAX (573) 632-1922

August 24, 2009

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

RE: **Aqua Missouri, Inc.**

My husband and I are contesting the customer notice dated August 11, 2009, case # SR-2010-0026. We have spoken with the Office of the Public Counsel on Monday, August 17, 2009, regarding a petition to stop the above listed company from being approved to increase their rate.

We copied your office the letter sent to Aqua Missouri, Inc. dated November 7, 2008, claiming an unfair assessment rate increase of 61.4%. We started with this company in late June of 2008 and were paying \$27.75 per month. We received notification effective September 7, 2008 showing the new rate of \$44.79. We were outraged that your office approved the increased rate. Since your office was unable to find the letter contesting the rate increase, we hand delivered a copy of the letter to your office on December 31, 2008. We had the letter signed and dated by one of your staff. We received a courtesy call from your office stating that you had held a meeting in the Spring of 2008 and had decided that Aqua Missouri, Inc., was justified in making the huge rate increase. We rented a home outside Jefferson City limits and were charged \$23.22 per month for a full sewer service which reflects just how excessive our costs are for an operation of just purifying gray water.

We never received the meeting notice and so was unable to have input on the decision process.

We feel that a full investigation needs to take place for the following reasons:

- 1) We should have a map showing all Aqua Missouri plants by location along with names and addresses of those currently connected to each of those plants. Each plant should be responsible for their own maintenance since they are an entity of themselves.

AUG 26 2009

- 2) We were not informed nor did we sign a contract that we would pay for other plants' operations, upgrades and maintenance. We paid \$10,500 to connect to our plant and are paying a monthly maintenance rate. Our plant was built only three years ago and doesn't need upgrades. Out of the eight lots our plant could serve, there are only two families using our facility.
- 3) Why doesn't the company take into consideration the amount of people residing at a home which would reflect how much usage it takes to purify the gray water?

Mr. Daniel Eikens, developer for Autumn Woods Estates, informed us that he put in the purification system along with ¼ acre of land for each connection point (eight in all) and handed the whole plant over to this company without any cost to them. The plant uses gravel and chemicals for cleansing the gray water which eventually goes into a stream. This requires little cost for operation and maintenance.

Another item you haven't taken into account is that we have our own septic tank and pump that takes care of the bulk of sewer waste.

On August 11, 2009, we received a customer notification informing us that they are requesting an additional \$13.08 per month rate increase.

It seems only appropriate that you revisit your last approval and rescind the September 2008 increase. We should be able to go back to the original amount of \$27.75 per month which is still above Jefferson City's full sewer service fees.

We as consumers cannot assume the responsibility of a company who is losing profits due to a decline and/or not enough consumers.

Thank you for your assistance regarding this serious issue of injustice to the consumer.

Cordially,



William & Annette Rule

xc: Aqua Missouri, Inc.
Office of the Public Counsel
Attorney General, Consumer Affairs
Ike Skelton, Congressman
Anita Yeckel, State Senator
Dan Eikens, Autumn Woods Estates

Schwartz email.txt

From: Brossier, Shylah
Sent: Thursday, August 27, 2009 8:27 AM
To: Baker, Christina
Subject: FW: Case no. SR-2010-0026

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

From: Jason Schwartz [mailto:jschwartz@yahoo.com]
Sent: Wednesday, August 26, 2009 6:26 PM
To: DED.mopco
Cc: water.sewer@psc.mo.gov
Subject: Case no. SR-2010-0026

Re: Case no. SR-2010-0026

This email is in regards to the above mentioned case number. I live in the Dove Lake Subdivision and am aware of the small sewage treatment facility located on Dove Lake Road. I am currently paying over forty dollars a month for sewer fees alone. Although I do not understand how my sewer fees can amount to that much, I think any additional fee increase is absurd. Perhaps my irate feelings and those of my neighbors would be tempered if the operating costs of the facility were made public. If there is a justifiable need to increase the sewer operating costs, the operating costs of the facility would show that.

Thanks for your time

Jason Schwartz

Schwartz email2.txt

From: Jason Schwartz [jschwartz@yahoo.com]
Sent: Thursday, August 27, 2009 10:29 AM
To: Baker, Christina
Subject: Re: FW: Case no. SR-2010-0026

Thank you for your reply. Do you know anything about the treatment center out in the Dove Lake Subdivision? It is a small treatment facility, but do they have to pump the sewage from that treatment facility to a different facility? I really didn't understand why our rates went up so much last time. I think paying \$45.00 a month just for sewer is kind of outrageous, while Jefferson City residents pay a fraction of that cost. If you can shed some light on why our rates went up so much, I would appreciate it.

Thanks

Jason Schwartz

--- On Thu, 8/27/09, Baker, Christina <christina.baker@ded.mo.gov> wrote:

> From: Baker, Christina <christina.baker@ded.mo.gov>
> Subject: FW: Case no. SR-2010-0026
> To: jschwartz@yahoo.com
> Date: Thursday, August 27, 2009, 8:34 AM Mr. Schwartz,
>
> Thank you for your comments regarding Aqua Missouri, Inc.'s request
> for a rate increase. They are very helpful to my office's efforts to
> ensure ratepayers' concerns are heard by the MO Public Service
> Commission.
>
> Any rate increase must be approved by the Commission. All comments are
> forwarded to the Commissioners and they do rely on these comments to
> assist them in deciding whether to approve a rate increase.
>
> The Staff of the Public Service Commission is currently performing an
> audit on the company. The audit will be reviewed by my office before
> any rate increase is submitted to the Commission for their approval.
>
> Please feel free to give my name and contact information to your
> neighbors who would like to submit comments as well.
>
> Again, thank you for your comments.
>
> Christina Baker, PE, JD
> Senior Public Counsel
> Office of the Public Counsel
> PO Box 2230
> Jefferson City, MO 65102
> 573-751-5565 phone
> 573-751-5562 fax
> christina.baker@ded.mo.gov
>
> -----Original Message-----
> From: Jason Schwartz [mailto:jschwartz@yahoo.com]
>
> Sent: Wednesday, August 26, 2009 6:26 PM
> To: DED.mopco
> Cc: water.sewer@psc.mo.gov
> Subject: Case no. SR-2010-0026
>
> Re: Case no. SR-2010-0026
>
> This email is in regards to the above mentioned case number. I live in
> the Dove Lake Subdivision and am aware of the small sewage treatment

Schwartz email2.txt

- > facility located on Dove Lake Road. I am currently paying over forty
- > dollars a month for sewer fees alone. Although I do not understand how
- > my sewer fees can amount to that much, I think any additional fee
- > increase is absurd. Perhaps my irate feelings and those of my
- > neighbors would be tempered if the operating costs of the facility
- > were made public. If there is a justifiable need to increase the sewer
- > operating costs, the operating costs of the facility would show that.
- >
- > Thanks for your time
- >
- > Jason Schwartz
- >
- >
- >
- >

Schauffler email.txt

From: Brossier, Shylah
Sent: Monday, August 31, 2009 10:14 AM
To: Baker, Christina
Subject: Fw: Aqua Missouri rate increase

26

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

From: Susan Schauffler [mailto:wibbleclown@yahoo.com]
Sent: Monday, August 31, 2009 9:30 AM
To: DED.mopco
Cc: wibbleclown@yahoo.com
Subject: Aqua Missouri rate increase

2610-03378

Dear Sirs,

I am writing in reference to case # SR-2010-0026. We have had service with Aqua Missouri for five years. In that time they have requested rate increases three times and recieved it once. That increase was over \$17.00 per month. The new increase is just outrageous and will more than double our original rate just five years ago. If they are allowed this new increase, we will actively persue installing our own septic system and discontinue our service agreement with Aqua Missouri, Inc.

Sincerely,
Susan Schauffler
Callaway County Resident
573-896-4474

Need
Mail date

Schrimpf email.txt

From: Brossier, Shylah
Sent: Monday, September 14, 2009 8:05 AM
To: Baker, Christina
Subject: FW: Aqua Missouri Rate Increase

From: David Schrimpf [mailto:dschrimpf@embarqmail.com]
Sent: Friday, September 11, 2009 6:57 PM
To: DED.mopco
Subject: Aqua Missouri Rate Increase

The proposed rate increase of more than 29% by Aqua Missouri is more than extreme, it is outrageous. Considering Aqua Missouri just got a 61% raise in their rates in 2008, this additional increase is unfair. Let's think about that...61% in a single year. Let it sink in a bit.

Please do not approve this increase, and send the message to Aqua Missouri that they have to do the same as all of us, and tighten their belts. Unfortunately, we have little choice in our sewer provider, we must pay. But please do not allow them to raise rates again so soon, and by so much. Times are still tough for many of us, and every increase in our monthly bills makes it harder for us to recover from this bad economy.

Sincerely,
David Schrimpf
5204 Edinburgh Way
Jefferson City, MO 65101

Page 1 of 2

COPY
FILE COPY

9-3-09

Office of the Public Counsel

Attn: Water/sewer Dept.

P.O. Box 2230

Jefferson City, MO 65102

Fax: 573-751-5562

RE: SR-2010-0026

It seems like just a year ago I was writing you about our opposition to the 6.4% increase of our sewer bill that you allowed. It looks as though that letter was in vain. I have no idea how many other residents offered their opposition to that increase, but obviously, there were not enough.

Now here we are again, the very next year, asking for some help to stop this new increase of about 29% to our sewer bill.

Only three years ago we were paying \$2.53 monthly. If you allow this new increase, it will amount to a 157% increase in our sewer bill in only 3 years. This is unbelievable!

I'm on a fixed income, and probably there are many more out here like me. My income has not increased anything like my sewer bill has.

I understand that Aqua has had some upgrades

page 2 of 2

and increases in operating expenses, but to hit us with 157% increase in just 3 years is unacceptable.

There are many improvements that I'd like to make to my property, but I have not had such increases to my income. On top of that, we've been told that we will not get a cost of living increase on our social security checks for the next two years. In reality, that is a tax increase to those of us on social security.

I'm at a loss for words in being able to express my frustrations on this matter. I, along with many others, are at your mercy.

When considering whether or not to approve the increase asked for by Agua, PLEASE consider all of us out here that are on fixed incomes. We have no one else, but you, to help us.

We Remain At Your Mercy

Carlos and Shara Stolten

Snodgrass email.txt

From: Brossier, Shylah
Sent: Monday, August 17, 2009 1:38 PM
To: Baker, Christina
Subject: FW: Aqua Missouri rate increase case number sr-2010-0026

From: Cathy Snodgrass [mailto:cathy@jrnsnodgrass.com]
Sent: Monday, August 17, 2009 1:04 PM
To: water.sewer@psc.mo.gov
Cc: DED.mopco
Subject: Aqua Missouri rate increase case number sr-2010-0026

It is a concern that our rates are going up again. Our rates about doubled last year now another 29.2%. At this rate our sewer bill will be as much as our electric bill each month. I don't know what the average sewer bill in Missouri is but I have to think that \$57.87 a month seems like it would be on the high side. I understand the need for improvement but this seems to be extreme.

Cathy Snodgrass
J. Randy Snodgrass PC
1620 Southridge Drive
Jefferson City, MO 65109
573.635.0754 (office)
573.893.2872 (fax)
573.353.1009 (cell)

cathy@jrnsnodgrass.com
CONFIDENTIALITY NOTICE: This e-mail and any attachments may contain confidential information. If you are not the named recipient, please notify us immediately at cathy@jrnsnodgrass.com and delete the message without disclosing the contents to anyone, using them for any purposes or storing or copying the information in any medium.

COPY

680-9263

QUAIL VALLEY LAKE MEMBERS

You are invited to a meeting Tues. Sept. 8th at 6:00 p.m. at the pool to discuss Aqua Mo.'s request to the Public Service Commission to increase sewer fees.

Please mail this letter to Public Service even if you cannot attend meeting.

29.2 % expenses have gone up since last yr. That should take a very
Public Service Commission careful examination of their
Attn: Water/Sewer Dept. pool and investigation that
P.O. Box 360, Jefferson City, MO 65102 This is factual.

We the undersigned oppose any increase in sewer fees proposed by Aqua Mo. I know at 0.
We are in hard times. Companies all over America are cutting expenses in all areas
possible, delaying or canceling capital improvements, reducing salaries, of a new fence
trimming work force. What is Aqua Mo. doing? around the system
that was not

The customers should not be expected to pay for expenses that should
come from Aqua Mo. profits.

Name: Ed Stone Phone: 634-7858

Address: 2916 Foxdale Dr

NECESSARY AT ALL.
IN these hard times

SEP 14 2009

Strope email.txt

From: Brossier, Shylah
Sent: Tuesday, August 18, 2009 1:29 PM
To: Baker, Christina
Subject: FW: Case Number SR-2010-0026
Attachments: Document.pdf

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

From: Embarq Customer [mailto:4stropes@embarqmail.com]
Sent: Tuesday, August 18, 2009 12:32 PM
To: water sewer; DED.mopco
Subject: Case Number SR-2010-0026

You have got to be kidding me! September 2008, a rate increase of 61.4% was approved and our bill went from \$27.75 to \$44.79. Now, not even a year later and Aqua Missouri is asking for a 29.2% increase. This will raise our current monthly rate of \$44.79 to \$57.87. I personally find this utterly ridiculous. Who or what businesses get a 90.6% increase in anything in less than one year's time?

We live in a subdivision with a lagoon system. The only so-called improvements or maintenance as far as I am aware of is that chlorine/chemicals are added in order to keep the lagoons from smelling. This of course, depends on what time of the year it is and in what direction the wind blows. I have called Aqua Missouri regarding this and of course they promptly send someone out to test our lagoons. And, of course, the "levels" (whatever that means) are fine and we are left to deal with the stench. In addition to the chlorine, the grass around the lagoons is cut.

I cannot believe that with the \$390,475 that Aqua Missouri got last year, that they need or deserve another \$284,300, in order to make more improvements or to re-coop revenue losses for the past two years. How much will it take??? I am a state worker and will not see an increase in my salary this year and probably for many years to come. This request is completely out of line.

I hope that the members of the PSC see this also and deny this new request. I am attaching my customer notice from last year and this year, so that maybe as you see this on paper, you will agree at how ridiculous this request is.

We are a small community and I believe and hope that the PSC will this time agree that this request is uncalled for and stand up for the "little guy."

Sincerely,

Kristy L. Strope
7808 Karen Drive
Jefferson City, MO 65101
573/395-4105

Stroke_email.txt

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device. (See attached file: Document.pdf)

Sutherland email.txt

From: Brossier, Shylah
Sent: Tuesday, August 18, 2009 4:29 PM
To: Baker, Christina
Subject: FW: Acqua Missouri, Case SR-2020-0026

From: Cliff Sutherland [mailto:csutherland@live.com]
Sent: Tuesday, August 18, 2009 4:25 PM
To: DED.mopco
Subject: Acqua Missouri, Case SR-2020-0026

From: Cliff and Donnell Sutherland, 1527 Summit View Drive, Holts Summit MO 65043

Dear Sirs:

According to their notice to us, Aqua Missouri (Aqua) wants to permanently increase our rate for water/sewer by almost a third for infrastructure repair and improvements, increased operating expenses, and declining revenue. We would like to see their books.

1) Why does Aqua expect us to replace their decline in revenue when we're in the middle of a prolonged recession and everyone we know, in both business and personally, is suffering from a decline in or stagnation of their revenue, including Social Security recipients? Everyone else is expected to suck it up and wait for better days, but Aqua expects to tweak the regulations to straighten out their books? I hope that being a state regulated utility is not a guarantee of profitability for any company. If the decline in revenue is from foreclosures or past-due accounts, how is that our fault?

2) Why and how has Aqua increased their operating expenses in the middle of a recession? Everyone else has been cutting back or shifting expenses, but Aqua increased their expenses. Replacing Aqua's increase in operating expenses does not make any sense and requires further explanation. With the information we have, we can't tell if the increase in expenses is something we should regard as our responsibility. Aqua should be, first of all, run like a business in both good years and bad; if they cannot, that is not our fault.

3) Infrastructure expenses are, or should be, planned and forward-looking expenses that are already on the books. If Aqua has to return to the Public Service Commission for infrastructure expenses it means that they misled the Public Service Commission in the past, were denied the money in the past, or do not know how to run their business. Why is this any of this our fault?

4) The numbers don't add up. Let's look at flat-rate residential customers only. Aqua wants these customers to pay an additional \$157 per year. Divide that \$157 increase into the \$284,300 that Aqua says it needs and Aqua is saying that they have fewer than

Sutherland email.txt

1800

flat-rate residential customers. We're not sure many businesses could survive on so few customers. When you add in all the other rate types, Aqua must have fewer than 1700 flat-rate residential customers. How many households are there in the "Jefferson City area"?

The math makes no sense or Aqua may have too few customers to remain a viable business. Again, this is not our fault.

We can't tell if Aqua Missouri is stupid, greedy, or incompetent (based on the notice that they sent us). But the Public Service Commission should not reward Aqua Missouri with a huge rate increase (based on the notice that they sent us). If they had asked for a 10% increase, we might have shrugged it off; but asking for a 30% increase suggests that something is deeply wrong with the performance of Aqua Missouri.

Sincerely, Cliff and Donnell Sutherland

With Windows Live, you can organize, edit, and share your photos. [Click here.](#)

Tennesen email2.txt

From: Brad Tennesen [brad_tennesen@yahoo.com]
Sent: Monday, August 17, 2009 11:24 AM
To: Baker, Christina
Subject: Re: FW: Aqua Missouri

Christina,

That is almost the exact response you gave me last year which gave me hope your organization saw the issue the same as we did. I'm afraid that response is not going to be acceptable this time. I want facts, and I want everyone to know everything. And above all, I want to be treated fairly.
Brad Tennesen

--- On Mon, 8/17/09, Baker, Christina <christina.baker@ded.mo.gov> wrote:

From: Baker, Christina <christina.baker@ded.mo.gov>
Subject: FW: Aqua Missouri
To: brad_tennesen@yahoo.com
Date: Monday, August 17, 2009, 10:00 AM
Mr. Tennesen,

Thank you for your comments regarding Aqua Missouri, Inc.'s request for a rate increase. They are very helpful to my office's efforts to ensure ratepayers' concerns are heard by the MO Public Service Commission.

Any rate increase must be approved by the Commission. All comments are forwarded to the Commissioners and they do rely on these comments to assist them in deciding whether to approve a rate increase.

The Staff of the Public Service Commission is currently performing an audit on the company. The audit will be reviewed by my office before any rate increase is submitted to the Commission for their approval.

Please feel free to give my name and contact information to your neighbors who would like to submit comments as well.

Again, thank you for your comments.

Christina Baker, PE, JD
Senior Public Counsel
Office of the Public Counsel
PO Box 2230
Jefferson City, MO 65102
573-751-5565 phone
573-751-5562 fax
christina.baker@ded.mo.gov

From: Brad Tennesen [mailto:brad_tennesen@yahoo.com]
Sent: Monday, August 17, 2009 8:41 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Aqua Missouri

Last year on 1/16/08 I wrote the following message:

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

Tennesen_email2.txt
Office of the Public Counsel
Attn: Lewis Mills
PO Box 2230
Jefferson City, MO 65102

Dear Lewis Mills and the Water/Sewer department,

I have been notified by Aqua Missouri inc. of a proposed rate increase of 128.75% to cover operating expenses and capital improvements. I have several issues with the letter they sent, which I will cover briefly in the following letter. Aqua claims to have spent approximately \$700.00 per customer in capital improvements since early 2005. A rate increase of \$35.73 per month would recover these expenses in approximately 19 months, yet they intend on making the rate increase PERMANENT.

I live in a subdivision which contains no sewage pumps, or other equipment which requires maintenance. There is a community lagoon which does require testing and landscape maintenance, but that hardly justifies a rate INCREASE from the \$27.75 we already pay.

Also, just a few short years ago Aqua tried a very similar rate increase of over 100%, most of which was not granted. This activity of trying to come after their CUSTOMERS repeatedly with astronomical rate increases is not acceptable to me or any other resident I have spoken to about this matter. This demonstrates AQUA's incompetency in providing good customer service, as well as irresponsibility for not requesting REASONABLE and APPROPRIATE rate increases. We have no choice but to use their company for our sewage needs, but we should not be held hostage by them.

I do have a proposal that might help them, though. I notice that they charge the same rate for everyone who uses under 7000 gallons of water per month. My family regularly uses around 4000 gallons in the winter months. So if
7000 gallons = \$27.75
4000 gallons/7000 gallons = .57
Then \$27.75 x .57 = \$15.86.
So my payment to Aqua Missouri should be about \$15.86 per month, which also means I have actually been overpaying by \$11.89 for the past 17 months, which means they should credit my account \$202.18. If they were to charge by the gallon (or 1000 gallons) it might encourage more people to conserve. I am interested in seeing their actual expenses on maintaining the water treatment lagoon in my subdivision, and then coming to an acceptable agreement on the amount our subdivision pays for their service. I would be happy to meet with you on this matter, and trust that you will not allow them to monopolize us this way. I can be reached at 314-495-8942 or 573-896-4841. My mailing address is 10898 Mallard Ct Holts Summit, MO. 65043. I look forward to hearing from you soon.

Sincerely,

Tennesen email2.txt

Brad Tennesen

This year, I only want one thing. For Aqua to charge each subdivision or the people on each individual system an appropriate amount for the resources Aqua allocates to said system or subdivision. For example, our subdivision is on a 3-pond lagoon system, which I hardly believe requires the \$44.79 I have been paying, and I am certain it does not require the \$57.87 they are proposing. There are 28+ houses that feed into it, at \$44.79/month = \$15049+ per year. I would like to see their expenses (man-hours, equipment, administrative, and chemicals, etc) that are required to maintain our lagoons. Please and thank you.
Brad Tennesen

Tennesen email.txt

From: Brossier, Shylah
Sent: Monday, August 17, 2009 8:42 AM
To: Baker, Christina
Subject: FW: Aqua Missouri

From: Brad Tennesen [mailto:brad_tennesen@yahoo.com]
Sent: Monday, August 17, 2009 8:41 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Aqua Missouri

Last year on 1/16/08 I wrote the following message:

Public Service Commission	Office of the Public Counsel
Attn: Water/Sewer Dept.	Attn: Lewis Mills
PO Box 360	PO Box 2230
Jefferson City, MO 65102	Jefferson City, MO 65102

Dear Lewis Mills and the Water/Sewer department,

I have been notified by Aqua Missouri inc. of a proposed rate increase of 128.75% to cover operating expenses and capital improvements. I have several issues with the letter they sent, which I will cover briefly in the following letter. Aqua claims to have spent approximately \$700.00 per customer in capital improvements since early 2005. A rate increase of \$35.73 per month would recover these expenses in approximately 19 months, yet they intend on making the rate increase PERMANENT.

I live in a subdivision which contains no sewage pumps, or other equipment which requires maintenance. There is a community lagoon which does require testing and landscape maintenance, but that hardly justifies a rate INCREASE from the \$27.75 we already pay.

Also, just a few short years ago Aqua tried a very similar rate increase of over 100%, most of which was not granted. This activity of trying to come after their CUSTOMERS repeatedly with astronomical rate increases is not acceptable to me or any other resident I have spoken to about this matter. This demonstrates AQUA's incompetency in providing good customer service, as well as irresponsibility for not requesting REASONABLE and APPROPRIATE rate increases. We have no choice but to use their company for our sewage needs, but we should not be held hostage by them.

I do have a proposal that might help them, though. I notice that they charge the same rate for everyone who uses under 7000 gallons of water per month. My family regularly uses around 4000 gallons in the winter months. So if
7000 gallons = \$27.75
4000 gallons/7000 gallons = .57
Then \$27.75 x .57 = \$15.86.
So my payment to Aqua Missouri should be about \$15.86 per month, which also means I have actually been overpaying by \$11.89 for the past 17 months, which means they should credit my account \$202.18. If they were to charge by the gallon (or 1000 gallons) it might encourage more

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people to conserve. I am interested in seeing their actual expenses on maintaining the water treatment lagoon in my subdivision, and then coming to an acceptable agreement on the amount our subdivision pays for their service. I would be happy to meet with you on this matter, and trust that you will not allow them to monopolize us this way. I can be reached at 314-495-8942 or 573-896-4841. My mailing address is 10898 Mallard Ct Holts Summit, MO. 65043. I look forward to hearing from you soon.

Sincerely,

Brad Tennesen

This year, I only want one thing. For Aqua to charge each subdivision or the people on each individual system an appropriate amount for the resources Aqua allocates to said system or subdivision. For example, our subdivision is on a 3-pond lagoon system, which I hardly believe requires the \$44.79 I have been paying, and I am certain it does not require the \$57.87 they are proposing. There are 28+ houses that feed into it, at \$44.79/month = \$15049+ per year. I would like to see their expenses (man-hours, equipment, administrative, and chemicals, etc) that are required to maintain our lagoons. Please and thank you.
Brad Tennesen

COPY

OMA LEE & WILEY TRACY
2605 IDLEWOOD ROAD
JEFFERSON CITY, MO 65109

September 1, 2009

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

TO: MEMBERS OF THE OFFICE OF THE PUBLIC COUNSEL

SUBJECT: AQUA MISSOURI, INC. RATE INCREASE

What in the world are these people thinking? On which planet have they been residing? Don't they know we are in a depression era and cannot afford such ridiculous rate increases as the one they are proposing or any other increase? They were granted more than a 30% increase about two years ago--enough of this nonsense! Are they trying to follow the same rules as AIG?

My husband and I have worked a total of 90+years and have retired to a comfortable home which we can afford. Both of us have received word that there will be no increase in our retirement funds this year, and no increase will be forthcoming from Social Security, to which we have contributed for years. I am sorry but we do not have a magic wand to wave for such ridiculous amounts of money as Aqua is requesting.

The newspaper reported that there were few, if any, people at the hearing held about the last rate increase. Let me assure you that we will be working very hard to see that there are more at the next one.

Sincerely,

Oma Lee & Wiley Tracy
Oma Lee and Wiley Tracy

SEP 03 2009

JEFFERSON CITY INITIAL CUSTOMER NOTICE

August 11, 2009

Aqua Missouri, Inc. (Aqua) submitted a request to the Missouri Public Service Commission (Commission) on July 15, 2009 for an increase in its annual sewer operating revenues for the Jefferson City Area. The primary reasons for the increase are \$200,000 in system upgrades including main replacements, wastewater treatment equipment, the addition of chlorination/dechlorination equipment for environmental protection, and increased operating expenses and declining revenue over the past two years.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual sewer operating revenues of \$284,300 (approximately 29.2 percent). At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase request, or comments regarding any recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) **within 30 days of the date of this notice**. Your comments should include a reference to case number SR-2010-0026. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

Public Service Commission

Attn: Water/Sewer Dept.

P.O. Box 360

Jefferson City, MO 65102

Phone: 800.392.4211 (Missouri residents only)

Phone: 573.751.1881 (Out of State Customers)

Fax: 573.751.1847

E-Mail: water.sewer@psc.mo.gov

Office of the Public Counsel

Attn: Water/Sewer Dept.

P.O. Box 2230

Jefferson City, MO 65102

Phone: 866.922.2959

Fax: 573.751.5562

E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website:

(1) Go to <http://www.psc.mo.gov>;

(2) Click on "EFIS / Case Filings" on the menu bar on the left side of the page;

(3) On the next page, click on the "Public Comment" icon under Submit Public Comments; and

(4) Fill out and submit the Public Comments form, including the case number shown above.

If you have any 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).

Jefferson City-Sewer

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Flat Rate-Residential	\$44.79	\$57.87	\$13.08
Monthly Flat Rate-Mobile Homes within a park, and Multi-family	\$38.06	\$49.17	\$11.11
Monthly Commercial and Industrial- first 7,000 gallons	\$44.79	\$57.87	\$13.08
Commercial and Industrial-usage over 7,000 gallons, per 1,000 gallons	\$6.408	\$8.279	\$1.871

I cannot believe that anyone would read this notice!!!

STAFF'S INVESTIGATION

RESULTS

SR 2010-0026

<u>Last Name</u>	<u>First Name</u>	<u>System</u>	<u>Comments:</u>
Burnett	Harvey	Monticello Lagoon	Customer upset with odors. Lagoon had some odors. Covered in duckweed. Influent showing above water level. Duckweed needs to be treated and Lagoon needs to be dredged.
Eichholz	Mary	Cedar Grove Lagoon	Customer upset with odors. When I visited the system and I did notice some mild odors. The duckweed had taken over all three cells and needs to be controlled.
Hagenhoff	Tim	Grande Highlands	Mr. Hagenhoff is upset with smells. Can't entertain on his patio or leave his windows open in his house. When I visited the system it did have a bad odor and the grates were white from ammonia. I believe odor has been a problem here in the past and Aqua has attempted to control this by returning sludge to the head of the plant. May need to extend influent pipe into the water to reduce release of noxious gases into the air when the septic influent flows into the system.
Holzer	Eric	Big Sky	Customer upset with odors. When I visited the plant was running and I did not notice any odors.
Irwin	Michael	Halifax	Customer upset with odors. When I visited I did not notice any odors.
Kempker	Keith	Hidden Valley	Customer questioning work done. No work done in this subdivision last time but quite a bit of money was spent here in the last case.
Linhardt	James	Monticello Lagoon	Customer upset with odors. Lagoon had some odors. Covered in duckweed. Influent showing above water level. Duckweed needs to be treated and Lagoon needs to be dredged.
Norris	Angie	Monticello Lagoon	Customer upset with odors. Lagoon had some odors. Covered in duckweed. Influent showing above water level. Duckweed needs to be treated and Lagoon needs to be dredged.
Nutter	Catina	Cedar Valley Lagoon	Customer upset with odors. Lagoon does have some odors and is on DNR's list of lagoons that need to be upgraded to meet tougher limits.
Payne	Joanie	Southwood Hills	Customer upset with odors. When I visited I did not notice any odors. May need to extend influent pipe into the water to reduce release of noxious gases into the air when the septic influent flows into the system.
Strope	Kritsy	Cedar Grove Lagoon	Customer upset with odors. When I visited the system and I did notice some mild odors. The duckweed had taken over all three cells and needs to be controlled.
Williams	Ann	Golden Pond	Customer questioning work done here. Lagoon is fenced and maintained. Duckweed seems under control. Grass is mowed and trimmed.
Williams	Dan & Lyn	Lakewood Subd.	Discussed concerns. Didn't understand why rates were going up and why they had to pay so much to connect to it.
Wofford	Neil	Stoney Creek	Customer upset with odors. I have not been to this plant.

**Aqua Missouri Public Comment and Complaint Follow-Up
by Gary Bangert**

COMMENT #	NAME	CONTACT INFO
P201001597	David Pleues	Unable to contact. Did not provide contact information. Apparently has an unlisted telephone # or no land line service.
P201001594	David Pleues	Unable to contact. Did not provide contact information. Apparently has an unlisted telephone # or no land line service.
P201002324	Robert Irwin	Asked if there would be a public hearing – comment about poor customer service was referring to a contact he made with a man at the PSC regarding the last rate increase. Mr. Irwin has no current customer service concerns with the Company. He is definitely against a rate increase. He thanked me for the follow-up.
P201002598	Kirk Schmidt	Mr. Schmidt stated that a problem with late fees occurred in December 2008. The fees have since been refunded. He now pays his sewer bill as soon as he receives it and has not had a problem. He questions whether they post payments in a timely manner. He is also disappointed that customer reps said they would remove a late payment charge and it was not done in a timely manner. Mr. Schmidt is very opposed to a rate increase.
P201003083	Jack Miller	Mr. Miller said that he had a plugged sewer line over a year ago that he had some problem in getting resolved. He is unhappy with the request for an increase in rates but has no further issues with the Company.
P201003053	Rollan Garrison	Left a message requesting a call back. I have not received a return call.
P201003241	Denise Denney	Unhappy with rate increase request, but did have a concern with customer service regarding a water leak she had on her property. After Ms. Denney requested a serviceman to check, a serviceman discovered Ms. Denney had a water leak, but she was not home at the time and the Company did not tell her about the leak until she called and asked to speak with a serviceman. The serviceman was courteous, but she was disappointed that customer service did not take the initiative to inform her of the leak.
P201004107	George Pellersels	Left a message requesting a call back. I have not received a return call.
C201001297	Robyn Carter	Ms. Carter was concerned that when she or other neighbors have called the call center the customer reps have been argumentative and have not always provided accurate information. She also commented that it seems to take several months for the Company to discover that a new customer is receiving sewer service. I explained the procedures the Company follows to help ensure that new customers are identified and entered into the system. She said that she has observed more frequent appearances of Company trucks and that maybe they are doing a better job of setting up new customer accounts than in the past. Ms. Carter also expressed displeasure over the high cost of sewer service. She thanked me for the follow-up.