

Missouri Public Service Commission
Public Comments Report
Aqua Missouri, Inc. R/U
WR-2010-0025

Unique Comments **147**
Duplicate Comments **18**
Total Comments Received **165**

Date : 9/23/2009

| Item | First | Last Name | City | State | Public Comments | Office | Staff | Resolution |
|------------|-----------------|-----------|--------------|-------|--|--------|-------|--|
| P201004403 | Greg | Alderson | Ozark | MO | see attached | PSC | JMR | Letter mailed September 15, 2009. |
| P201003036 | Roses | Ammon | Shell Knob | MO | Please be informed I am against raising the water rates. The proposed rate is almost a 50% increase. Individuals are not getting cost of living raises this year and some have lost employment all together. This is not right! | PSC | JMR | Letter mailed August 27, 2009. |
| P201001978 | | Anonymous | na | MO | (cld) I just think it is way high. I don't understand why they need to have it. Ever since this company has bought it out all they have done is raise our rates. I don't think our water is any different than it was two years ago. | PSC | CLD | Consumer srevices discussed with customer August 19, 2009. |
| P201003084 | | Anonymous | n/a | MO | (cld) I feel that it is to much due to the fact that we just had a big increase last year. Maybe if the company would rearrange their labor. They have two employees who live in shell knob they have to drive to trucks to Branson everyday which is 2 hours everyday for each employee. Most of the water lines are in the middle of the blocks and they have not been mowed of brush hogged or maintained. It takes them about a week to find a leak. I fell the raise is too much at once. | PSC | CLD | Consumer srevices discussed with customer August 26, 2009. |
| P201004111 | John | Atkins | Branson | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201002684 | Ronald | Bachman | Saint Joseph | MO | see attached | PSC | JMR | Letter mailed August 19, 2009. |
| P201007552 | Dee | Banta | na | MO | see attached | OPC | CB | OPC received the public comment on September 10, 2009. |
| P201002042 | Christophe r | Beck | Shell Knob | MO | Please see attached document. | PSC | JMR | Letter mailed August 26, 2009. |
| P201007453 | Ron | Bennefeld | Warsaw | MO | see attached | OPC | CB | OPC received the public comment on September 9, 2009. |
| P201004404 | Jan | Berlekamp | Ozark | MO | see attached | PSC | JMR | Letter mailed September 15, 2009. |
| P201004252 | John | Berner | n a | MO | see attached | Both | JMR | Replied via email September 10, 2009. |
| P201003005 | Jeremy | Berven | Hollister | MO | See attached document. | Both | JMR | Letter mailed August 26, 2009. |
| P201003387 | Kenneth | Betser | Republic | MO | See Attached | Both | DS | Please see Staff Investigative Summary attached. |
| P201003128 | Nena | Betzner | Warsaw | MO | See Attached | PSC | JMR | Replied via email August 27, 2009. |

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|------------|---------|----------|-------------|----|---|-----|-----|--|
| P201002554 | Steven | Bloecher | Warsaw | MO | Not long ago, AQUA raised the rates on water. Now they would do it again citing among other things: the replacement of mains and declining revenue the past two years. I am self employed. If need to replace my truck, I do it out of my current revenue, which by the way is 25-40% down. My friend who lives in Liberty, MO pays \$50 for water which includes weekly trash pick-up and sewer. AQUA's rate of \$50 includes nothing but a rip-off. Please deny the rate increase, Thank-you! | PSC | JMR | Letter mailed August 25, 2009. |
| P201001768 | Steve | Blomberg | Shell Knob | MO | (cld) One we had a \$6 increase last year. Now a \$12 increase. This is just a summer house for us and we are not there all the time. To have the bare minimum that high I don't think is reasonable or fair. Even when I am there I never use the full 5000 gals. There needs to be some type on this deal. My recommendations for people who have this as a lake house there ought to be another minimum for people use these as vacations homes. | PSC | CLD | Consumer Services discussed with customer on August 18, 2009. |
| P201002557 | David | Bond | Shell Knob | MO | This is in reference to WR-2010-0025. Wages have not keep up with inflation, people are being hit with increases in health care on a more than regular bases. The banks' have been bailed out for their lack of management. Now the water company wants us 2 bail them out for inappropriate management skill. Have they not heard of IPO's or bond issues? Do not pass the increase. Make them manage by intelligence, instead of convenience. | PSC | JMR | Letter mailed August 25, 2009. |
| P201001837 | Jim | Brabec | n/a | MO | (JMR) Customer concerned with another rate increase so soon after the last one. Company has not done any improvements to the service in his area. Does not drink the water as it is rust colored. He declined my offer to have one of our field investigators to contact him. | PSC | JMR | Discussed with customer on August 19, 2009. |
| P201004109 | Cliff | Branson | Ozark | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201003060 | Jeremy | Breven | Branson | MO | See Attached | PSC | JMR | Letter mailed August 26, 2009. |
| P201002939 | William | Brown | Lees Summit | MO | I find it hard to believe that Aqua Missouri, Inc "needs" a 43.8% increase. "The primary reasons for the increase" does not make sense. What "main replacement" were done? I have not seen any evidence of any "main replacement" in White Branch. What "tools" were purchased? How can a utility have "declining revenue over the past two years"? They may very well have had declining profits but unless they lost customers, how can they have "declining revenue"? | PSC | JMR | Letter mailed August 26, 2009. |
| P201004802 | H D | Bud | Ozark | MO | (cld) see attached | PSC | CLD | Consumer Services discussed with customer on September 17, 2009. |

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| P201002170 | Gary | Burrell | Shell Knob | MO | Aqua America has replaced all the water meters in the area when the old ones were functioning perfectly well adding to their overhead cost. They have not replaced the defective shutoff valve on my service resulting in water damage to my home over the winter months. A 45% increase is ridiculous. Private companies can not increase their prices by 45% and remain competitive. They jsut received an increase in the last two years. Keep their prices in line or I will put in a well! | PSC | DS | Attempted to contact via e-mail September 29, 2009. |
| P201004110 | Carl | Cain | Warsaw | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201003093 | Phyllis | Cavener | Repulic | MO | (cld) see attached | PSC | CLD | Consumer Services discussed with customer on August 27, 2009. |
| P201003045 | Arnold | Chantland | Toledo | IA | See Attached | PSC | JMR | Letter mailed August 27, 2009. |
| P201003432 | Carol | Chapin | Warsaw | MO | See Attached | Both | JMR | Letter mailed September 1, 2009. |
| P201006259 | Donald | Chapin | warsaw | MO | See Attached | Both | JMR | Letter mailed September 1, 2009. |
| P201004406 | Sharon | Condolotos | Ozark | MO | see attached | PSC | JMR | Letter mailed September 15, 2009. |
| P201003064 | David | Crabtree | Republic | MO | See Attached | PSC | JMR | Replied via email August 25, 2009. |
| P201003047 | JL | Cragson | Shell Knob | MO | See Attached | PSC | JMR | Letter mailed August 27, 2009. |
| P201004405 | Atlas | Craig | Ozark | MO | see attached | PSC | JMR | Letter mailed September 15, 2009. |
| P201004263 | Wayne | Crawford | Shell Knob | MO | See Attached | PSC | JMR | Letter mailed September 15, 2009. |
| P201004248 | Wayne | Crawford | Shell Knob | MO | See Attached | PSC | JMR | Letter mailed September 15, 2009. |
| P201001303 | Hayes | Crenshaw | Shell Knob | MO | Our water bill was raised in 2008. I don't see a real need to raise again. You need to search your budget and see where you can make some drastic cuts in your budget like the rest of the American people are having to do . | PSC | JMR | Letter mailed August 19, 2009. |
| P201004249 | Joe | Crowe | Eugene | MO | see attached | Both | DS | Please see Staff Investigative Summary attached. |
| P201001315 | James | Damiani | Shell Knob | MO | I bought my home in 2003. The water cost per month was about \$14.00. Now i pay \$33.77 per month and the suggested increase would take my cost to \$49.00. That would be a 350% increase in six years. I am 65 years old and cannot handle that kind of increase. I understand they have good intentions for how to spend the money. But these are tough times and they are misguided to try and get this kind of increase now. They are trying to get their additional monies from current customers. They ne | PSC | JMR | Letter mailed August 19, 2009. |
| P201003241 | denise | denney | ozark | MO | I oppose another rate increase.Every year our water bill keeps going higher. I don't know anyone ,anywhere that pays such outrageous rates. It should be illegal.I am not even hooked up to the sewer. When I moved here 6 years ago my water bill was \$12-\$15 now its \$60-\$70 and up. I have neighbors who pay even more! I am not happy with this company at all and feel they need to be looked into. Thank you. Denise Denney | PSC | GB | Please see Staff EMSD Investigative Summary attached. |
| P201004214 | Greg | Deppe | Shell Knob | MO | Customer says people can not afford increase. He is not retired yet, but many people are in his area are and they can't pay the \$40.60 a month rate now. Last 3 years the company has made no improvements in his area. | PSC | JMR | Discussed with customer on September 10, 2009. |

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| P201005291 | brian | dieterle | hollister | MO | I am a member of the riverside estates water system. We receive these notices every year. You will note that the cost of fuel has decreased since last year and there is no reason for an increase in the monthly water bill. Also, I have spoken with many members and they all agree that this is for profit only. There will be no increase in services. The corporation has changed hands many times and their greed factor does not agree with the difficult economic times. | PSC | JMR | Letter mailed September 24, 2009. |
| P201001338 | Karen | Doolin | Shell Knob | MO | My meter is read periodically. Therefore, they get to charge me a minimum each month and then every 3 months or so, I get a bill that is triple dollars than what I am expecting. Under this plan, I am going to get hit with a \$40.60 bill every month and then have a bill that is over \$100 when they get around to reading my meter. I want better service. | PSC | DS | Please see Staff Investigative Summary attached. |
| P201004106 | Theresa | Doyle | Ozark | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201003942 | Paul | Drew | n/a | MO | (cld) It seems to me they are totally out of control with their pricing. They want to raise it to \$40 for part time for water. I think it is just outrageous. | PSC | CLD | Consumer Services discussed with customer on September 8, 2009. |
| P201003386 | Shannon | Drockelman | Hollister | MO | I am absolutely livid that there is going to be an increase in in the Rates from Aqua MO water company. We live in Hollister, MO. We are currentnly paying approximately \$25 a month it says the rate will go up another \$8.00 a month. This is insane. 3 Miles away from us in Hollister MO, Hollister water company charges about \$15 a month for sewer and water. We are paying \$25 for water and \$22 for sewer. I am going to submit complaint to The Attorney General. | PSC | JMR | Letter mailed September 1, 2009. |
| P201002687 | George | Duensing | Springfield | MO | see attached | PSC | JMR | Letter mailed August 25, 2009. |
| P201003433 | Richard | Ege | Ozark | MO | See Attached | PSC | JMR | Letter mailed September 1, 2009. |
| P201007433 | James | Frye | Republic | MO | see attached | OPC | CB | OPC received the public comment on September 9, 2009. |
| P201003461 | Dema | Galgon | Shell Knob | MO | WR2010-0025 I do not beleive the water company Aqua Missouri, Inc needs a rate increase. We are paying too much now. I don't use the 3000 gallons now,but I pay for them. So they get more mone now then water used. I am disabled and can not to continue the riseing costs. Please stop them. | PSC | JMR | Letter mailed September 4, 2009. |
| P201003066 | Marlene | George | Shell Knob | MO | See Attached | Both | JMR | Replied via email August 25, 2009. |
| P201007458 | Nile | Glasebrook | Shell Knob | MO | see attached | OPC | CB | OPC received the public comment on August 19, 2009. |
| P201004105 | Joseph | Graves | Ozark | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201001893 | Roy | Gribben | Shell Knob | MO | (cld) ever since they bought it every year it keeps going up more and more. I am not even there but two months a year. It's going to cost me \$500 a year. Most public utilities only charge a minimum while people are not using the service but not them. I can't see this increase. Most people I have talked to are going to go ahead and drill their own wells. This is a pretty sorry outfit from what it used be. | PSC | JMR | Letter mailed August 26, 2009. |

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| P201002674 | Carole | Groblebe | Republic | MO | (cld)This is outrageous. We don't even have meters out here and were suppose to be paying for meter programs? We are paying to much as it is. I pay the same amount as someone across the street with an in ground pool. We still have the same crappy water pressure. | PSC DS | Please see Staff Investigative Summary attached. |
| P201001314 | Mike | Hall | Shell Knob | MO | Our water rates were increased substantially last year- their reason being to upgrade the system. OK- we have been paying for that for a year. All I got out of it was water that had so many chemicals in it that when I wash my clothes it fades the color out. Plus,the local Aqua Mo. employees drive around in the Aqua Mo. company truck after business hours. How nice they can use company vechicle and company gas when it is not company business. My rate increase must be paying for that also. | PSC JMR | Unable to contact. |
| P201004104 | Billy | Harrison | Ozark | MO | See Attached | PSC JMR | Letter mailed September 10, 2009. |
| P201005220 | Janet | Hemthill | Shell Knob | MO | (cld) I think that we just got a riase about a year ago. I dont think we should get a raise at this time. | PSC JMR | Letter mailed September 24, 2009. |
| P201003214 | Beverly | henderson | shell knob | MO | we are retired and on afixed income. we had our water rate changed last year 103%.aqua missouri is now asking for another rate hike of 93.2%. we are having a problem meeting the other rising costs of living and this increase only adds insult to injury. the average cost of water service in this ar4ea is about 250.00 ayear and we are going well above that rate. this increase cannot be justifiable in today`s economic atmosphere. please do not allow this increase. Itis very unfair to it`s custom | PSC JMR | Letter mailed August 31, 2009. |
| P201003452 | William | Henson | Marionville | MO | I am opposed to the requested rate increase. Many of us only use our places in the summer for vacations and feel \$40.60 is a little high for non use. Thank you for taking my comments. | PSC JMR | Letter mailed September 4, 2009. |
| P201003453 | William | Henson | Marionville | MO | I am opposed to the requested rate increase. Many of us only use our places in the summer for vacations and feel \$40.60 is a little high for non use. Thank you for taking my comments. | PSC JMR | Letter mailed September 4, 2009. |
| P201004143 | Bryan | Herzog | Shellknob | MO | Bryan & Joni Herzog 1543 North 10th Street Nebraska City, Ne. 68410 Public Service Commission Attn: Water/Sewer Dept P.O.Box 360 Jefferson City, MO 65102 09-09-2009 Reference Case Number WR-2010-0025 | Both JMR | Replied via email September 10, 2009. |
| P201004254 | Joni | Herzog | Shell Knob | MO | see attached | PSC JMR | Replied via email September 10, 2009. |
| P201004103 | Betty | Hicks | Ozark | MO | See Attached | PSC JMR | Letter mailed September 10, 2009. |
| P201003463 | Caroline | Hicks | Hollister | MO | Case #: WR-2010-0025 Dear Sirs: I am not in agreement with the proposed increase in our monthly water charges. I have not seen any upgrades or work being done in our area and would like to know why we are paying extra for tools and declining revenue. This seems to be a little steep for an increase. | PSC JMR | Letter mailed September 1, 2009. |
| P201004102 | Diann | Hinkley | Ozark | MO | See Attached | PSC JMR | Letter mailed September 10, 2009. |
| P201004407 | Connie Rose | Hipkins | Shell Knob | MO | see attached | PSC JMR | Letter mailed September 15, 2009. |

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| P201004377 | Katherine | Horstman | Shell Knob | MO | see attached | Both | JMR Letter mailed September 15, 2009. |
| P201004101 | Leo | Horvath | Shell Knob | MO | See Attached | Both | JMR Letter mailed September 10, 2009. |
| P201003174 | Gary | Hoskins | Shell Knob | MO | see attached | Both | JMR Replied via email August 27, 2009. |
| P201003820 | George | Jackson | Plato | MO | Customer owns a weekend hom in Shell Knob - Lakewood Manor - he says he can't afford the increase. The company has gone from \$9.00 when he first became a customer to \$68.33 per month. Against the increase and will call the Office of Public Council as well. | PSC | JMR Letter mailed September 10, 2009. |
| P201003400 | Norma | Jones | Branson | MO | See Attached | Both | JMR Letter mailed September 1, 2009. |
| P201004257 | Eugene | Kerr | Warsaw | MO | see attached | PSC | JMR Letter mailed September 9, 2009. |
| P201003944 | EUGENE | KERR | WARSAW | MO | As a full time resident in White Branch Resort in Warsaw Mo I would like to protest the proposed rate increase in our water billing. We live on a fixed income and it is becoming more difficult to make ends meet, to further add to our woe's I understand that Social Security will not be giving out a cost of living increase this year. In light of the current economic status of our country I think that lowering the billing would be more appropriate than an increase. | PSC | JMR Letter mailed September 9, 2009. |
| P201003391 | Janet | Kice | Shell Knob | MO | see attached | Both | JMR Letter mailed August 31, 2009. |
| P201004100 | Lester | King | Ozark | MO | See Attached | PSC | JMR Letter mailed September 10, 2009. |
| P201001643 | Kim | Kirkpatrick | Shell Knob | MO | (cld) They just increased our rates last year. The ask for a rate increase about every 6 months. My water a month is over \$80 a month. My electric bill is only \$10 more than this. They only have two guys that work there and the electric company has hundreds. Our water bill has doubled and it is getting out of control. How can they possible get another increase? I am against this increase and I don't think they should be able to apply for it within a certain amount time. | PSC | CLD Consumer Services discussed with customer on August 18, 2009. |
| P201002447 | Harold | Knott | Shell Knob | MO | In 2006 the rate was \$14.11 and in 2007 the rate was \$20.48 I now pay \$ 27.98. In three years it doubled and now you want another large rate increase, What a wonderful time to be increasing rates with layoffs and a miserable economy that has affected eveyone, most of all the elderly on fixed incomes, give me a break! | PSC | JMR Letter mailed August 26, 2009. |
| P201004260 | Derry | Langley | Warsaw | MO | see attached | PSC | JMR Replied via email September 9, 2009. |
| P201004099 | Thomas | Lavelly | Shell Knob | MO | See Attached | PSC | JMR Letter mailed September 10, 2009. |
| P201004098 | Rick | Lindsay | Ozark | MO | See Attached | PSC | JMR Letter mailed September 10, 2009. |
| P201004267 | David | Long | Ozark | MO | See Attached | PSC | JMR Letter mailed September 15, 2009. |
| P201010454 | Greg | Looft | Hollister | MO | see attached | OPC | CB OPC received the public comment. |
| P201004258 | Lawrence | Mahoney | Shell Knob | MO | see attached | Both | JMR Replied via email September 9, 2009. |
| P201003952 | Alma | Maples | Galena | MO | (cld) This is a 45% increase recently we had a 40% increase. Our home address is a house at the lake. For months we don't use water. I think it actually is an outrageous rate of pay. They have had almost 100% increase. I am opposed to it. | PSC | JMR Letter mailed September 10, 2009. |
| P201004097 | Gary | Martin | Ozark | MO | See Attached | PSC | JMR Letter mailed September 10, 2009. |

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| P201004026 | Jim | Martin | Pleasant Hill | MO | Our property is in the White Branch community & is strictly for recreational use. If my rates increase to \$40/ month, that will be almost as much as I pay for my home that I live in up in the city. I could understand if it was my permanent residence, but not a place that I use for 4 days out of the month on average. It is hard enough keeping a second home in these times let alone utilities increasing every two years. | PSC | JMR | Letter mailed September 9, 2009. |
| P201004651 | Naomi | Martin | Ozark | MO | No improvements in 17 years, no replacement pipes, no fire hydrants & pipes too small for fire hydrant. No fire hydrants within a mile; 20 houses on their street. City has not raised AquaMo's rates in the last year. Rate higher than it is in the city. | PSC | JMR | Letter mailed September 17, 2009. |
| P201003074 | Donald | McClung | Branson | MO | See Attached | Both | JKN | EMSD discussed with customer on August 20, 2009. Customer provided copies of bills that will be used by EMSD in their discussions with the Company. |
| P201003076 | Laura | Miao | Branson | MO | See Attached | Both | DS | Please see Staff Investigative Summary attached. |
| P201002601 | brian | miles | branson | MO | I am totally against another rate hike, Aqua MO has had three rate hikes since they took over three or four years ago. I am in business also, and you can not justify rate hikes that often. Aqua MO water quality has gone down and they charge us for our sprinkler system meters anyway when we do not use them in the winter time, that is not fair. they say to have them disconnected, but then they charge again. If they get this through again, our neighborhood is going to have our own wells drilled | PSC | JMR | Letter mailed August 26, 2009. |
| P201002600 | brian | miles | branson | MO | I am totally against another rate hike, Aqua MO has had three rate hikes since they took over three or four years ago. I am in business also, and you can not justify rate hikes that often. Aqua MO water quality has gone down and they charge us for our sprinkler system meters anyway when we do not use them in the winter time, that is not fair. they say to have them disconnected, but then they charge again. If they get this through again, our neighborhood is going to have our own wells drilled | PSC | JMR | Letter mailed August 26, 2009. |
| P201004261 | Lance | Miller | n a | MO | see attached | PSC | JMR | Replied via email September 10, 2009. |
| P201007573 | Cherril | Milligan | Shell Knob | MO | see attached | OPC | CB | OPC received the public comment on August 28, 2009. |
| P201001425 | Jeff | Milne | Shell Knob | MO | They almost doubled their rates in the last 3 years and now they want to take the rates up another 45%? I lost my job last December and I do not know of any company with the ability to raise their prices like that in this economy. Please decline Aqua Missouri's request for this increase. Jeff Milne | PSC | JMR | Letter mailed August 19, 2009. |
| P201004095 | Brenda | Mitchell | Ozark | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201004380 | Colleen | Moen | Shell Knob | MO | see attached | Both | JMR | Replied via email September 14, 2009. |
| P201004381 | Colleen | Moen | Shell Knob | MO | see attached | PSC | JMR | Replied via email September 14, 2009. |

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| P201008949 | Loretta | Moore | Shell Knob | MO | see attached | OPC | CB | OPC received the public comment on September 25, 2009. |
| P201007484 | Kathy | Murphy | Shell Knob | MO | see attached | OPC | CB | OPC received the public comment on August 25, 2009. |
| P201003073 | Janice | Netolicky | Shell Knob | MO | See Attached | Both | JMR | Replied via email August 19, 2009. |
| P201001591 | Joan | Nichols | Shell Knob | MO | (cld) We just had a raise and people on fixed income cannot tolerate this. They are trying to increase it by \$12.62. They just increased it \$7 and it hasn't even been two years. The last time they upped it. It was an excuse to put in new meters that they are just now doing. I still have a faulty meter at my property. | PSC | CLD | Consumer Service Department discussed with the customer on August 17, 2009. |
| P201004678 | John | not provided | Ozark | MO | see attached | PSC | JMR | Unable to contact customer. |
| P201002690 | Leland | Novotny | Springdale | AR | see attached | PSC | DAS | Attempted to contact, left telephone messages. |
| P201008945 | John | Ogle | Shell Knob | MO | see attached | OPC | CB | OPC received the public comment on September 8, 2009. |
| P201002681 | Dennis | Parker | Shell Knob | MO | Lives in Lakewood Manor. Proposed increase double what it is now. If it's going to be that much, will just drill own private well. This is a retirement community. Already rates have been increased twice in 6 years and now again. Not just "no" but "heck, no!" | PSC | JMR | Letter mailed August 26, 2009. |
| P201002675 | Donna | Parnell | Republic | MO | (cld) I don't think that we deserve to have another rate increase when we just got one a year ago. We are not even on a metered system. It is just one flat rate. We cannot afford a rate increase. | PSC | CLD | Consumer Services discussed with customer on August 24, 2009. |
| P201004107 | george | pellersels | swan river | MN | I am strongly objecting to the proposed rate increase. It has already been increased recently by more than double the previous rate. We are seasonal users- by only about three to four months per year- yet are required to pay monthly for the "privilege" of having water. The current amount of \$27.98 per month is too much. The proposed amount is exorbitant! Discontinuing service during the times we are not there is not an option. Getting service originally was difficult due to a very rude employee. | PSC | GB | Have left messages for the customer to contact EMSD. There has not been any contact to date. |
| P201004094 | Ronnie | Perkins | Ozark | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201004264 | Jody | Phillips | Shell Knob | MO | see attached | Both | JMR | Replied via email September 10, 2009. |
| P201004383 | Roger | Pinnell | Shell Knob | MO | see attached | PSC | JKN | EMSD discussed with customer on September 21, 2009. Please see attached. |
| P201001665 | James | Pitzaferro | Shell Knob | MO | (cld) Other people are living in subdivision and pay less than \$200 a year. I am on Social Security and i am not getting a COLA. They just got a cost of increase and now the are asking for an increase. | PSC | CLD | Consumer Services discussed with customer on August 18, 2009. |

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| P201001433 | Jerry | Poff | Shell Knob | MO | In Dec 07,Aqua Mo got a 36.6% rate increase, they are now seeking an increase of 45.1%. This equates to 98.1% in the past 2 yrs. In these times of financial turmoil it is unfair to even suggest a rate increase, especially one of this magnitude. For the first time in 35 yrs, seniors will see no COLA increase in their social security. How can these people be expected to keep up with rate hikes and the rising cost of living? In my opinion, Aqua Mo. needs to make do with the resources they have | PSC | JMR | Letter mailed August 19, 2009. |
| P201003306 | Michael | Polk | Republic | MO | (cld) see attached- | Both | CLD | Consumer Services discussed with customer on August 28, 2009. |
| P201003466 | Charles | Puckett | Branson | MO | I would want you to know that the water bills that we pay in our subdivision are far above anyone else in our community and I have not seen any significant difference in the service that we receive sense Aqua Missouri aquired or service. The only thing that has transpired is an unacceptable increase in our water bill. I don't feel that it is in order that our bills are increased so that Aqua Missouri uses the funds to work on other areas. In fact I feel there needs to be an investigation. | PSC | JMR | Letter mailed September 9, 2009. |
| P201002875 | Nancy | Ralph | Warsaw | MO | (cld) see attached- | PSC | JMR | Letter mailed September 17, 2009. |
| P201003077 | Nancy | Ralph | Warsaw | MO | See Attached | PSC | JMR | Letter mailed September 17, 2009. |
| P201004546 | Nancy | Ralph | Warsaw | MO | White Branch/Warsaw: Owned property 5 years. What company is increasing it to is more than what she pays in the state of California. Uses very little water & it's more expensive than in California. Rocks in water; water looks like urine. Water filters turn into mud before week's over. | PSC | DS | Please see Staff Investigative Summary attached. |
| P201007577 | Charles | Reams | na | MO | see attached | OPC | CB | OPC received the public comment on September 1, 2009. |
| P201001305 | Peter | Redman | Shell Knob | MO | The increase requested is outrageous. Please review the increases since Aqua Missouri acquires Ozark Mountain Water about 3-4 years ago. Don't grant an increase! | PSC | JMR | Letter mailed August 19, 2009. |
| P201003897 | Joanne | Reinhard | shell knob | MO | see attached | Both | DS | Please see Staff Investigative Summary attached. |
| P201002550 | Darrell | Renner | Shell Knob | MO | No to this price increase. Since Aqua MO has bought this our water bill has gone up every year. How much profit is one company allowed to make? | PSC | JMR | Letter mailed August 19, 2009. |
| P201003131 | James | Rhoads | Shell Knob | MO | Water Company recived about a 100% rate increase last year. Pepole living on Social Security had to make big changes in paying water bill now they say we will not recive a cosdt of living increase for two years causing a undo burden on us to pay a rate increase. I'm asking you to please rule against any rate increase untill we have a chance to get a cost of living increase. In the area that I live is made up almost all retires and any rate increase might make a difference whether we have Meds | PSC | JMR | Letter mailed August 31, 2009. |

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|------------|---------|------------|-------------|----|---|------|-----|---|
| P201002919 | Charles | Rogers | Warsaw | MO | Case # WR-2010-0025; This company; (Aqua Missouri, inc.); has had several rate increases in the last FEW Years? yr: 2006 from \$16.88 to \$25.36; yr: 2008 from \$25.36 to \$35.19 per month; Now they want a rate of \$50.60; VERY, VERY POOR water quality!! I'm 75 and many older; live alone; folks here in White Branch; use very little water? Please no more rate increase's for Aqua! | PSC | DAS | Attempted to contact via e-mail on September 29, 2009. No response. |
| P201005322 | Daniel | Ross | Carthage | MO | I don't think Aqua is calculating all of the seasonal homes in this area into there calculation. We come down to the lake more than most of the seasonal residents and don't come close to the minimum usage. The minimum used to be 1000 gallons and we hardly used that much. I fill a rate increase is unjustified and the minimum should be reduced back to 1000 gallons like it used to be(at least for the seasonal residents). Right now the price per gallon based off of actual usage is outrageous! | Both | JMR | Letter mailed September 24, 2009. |
| P201004211 | janeen | schroll | Branson | MO | I do not understand how we use the amount of water that we do. We are conserving the use of water as much as we can but still find no relief in the extremely high water bills we are forced to pay. I am very upset with this water company because they know we in the subdivision have no other option but to keep paying their high prices. My 80 year old parents done the road from me are on a fixed income and these yearly increases are affecting them. Please tell this water company NO MORE INCREASE | PSC | JMR | Letter mailed September 15, 2009. |
| P201003110 | Marc | Scofield | Warsaw | MO | I wish to protest this increase in charges to residential users. When I moved in 6 years ago the charge was on the order of \$18. This proposed increase would mean the charges have roughly tripled in six years.I find it hard to believe that cost to Aqua Missouri has tripled in the same period. | PSC | JMR | Letter mailed August 31, 2009. |
| P201003896 | Jerry | Shelton | Shell Knob | MO | see attached | PSC | DS | Please see Staff Investigative Summary attached. |
| P201004269 | Jerry | Shelton | Shell Knob | MO | see attached | Both | DS | Please see Staff Investigative Summary attached. |
| P201004408 | Richard | Siegrist | Sterling | KS | see attached | PSC | JMR | Letter mailed September 15, 2009. |
| P201001952 | Renee | Slinkard | Parker | KS | I feel that this is a huge jump in our rate change. I am opposed to such an increase in my water bill. | Both | JMR | Letter mailed August 16, 2009. |
| P201004327 | Bill | Sorenson | Hollister | MO | Raising the Aqua Missouri, Inc revenues by 37.4 percent is ridiculous, especially when us retirees are suffering as we are in this economic downturn. Standard CPI cost of living would be understandable, but the proposed increase is completly out of bounds!! Please refuse the increase requested. Thank you for understanding. Bill & Jan Sorenson | PSC | JMR | Letter mailed September 24, 2009. |
| P201003643 | Zoa | Spalinger | Shell Knob | MO | See Attached | Both | JMR | Letter mailed September 10, 2009. |
| P201004250 | Joanne | Spallinger | Shell Knob | MO | see attached | Both | DS | Please see Staff Investigative Summary attached. |
| P201004092 | Dixie | Spragg | Rogersville | MO | See Attached | PSC | JMR | Letter mailed September 10, 2009. |
| P201004271 | Debbie | Stiffler | n a | MO | see attached | PSC | JMR | Replied via email September 10, 2009. |

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| P201005507 | Debbie | Stiffler | shell knob | MO | see attached | PSC | JMR | Replied via email September 10, 2009. |
| P201003051 | Kathryn | Sullins | Warsaw | MO | (cld) Why every time a utility company wants a rate increase the commission gives it to them/It is so unfair/All the have to do is go to the commission and they get one. We don't get it on our SSI and paychecksDont the commission stand up for the consumer anymore? I think that they are discriminatory to the consumer/They are padding pockets with money and favors/We are living on less money/the water is not any better/I have to buy my water because I can't cook it. They are padding others pocket. | PSC | CLD | Consumer Services Department discussed with the customer on August 26, 2009. |
| P201002552 | Gerald | Sutton | Ozark | MO | Another rate hike? I am tired of this water company asking and getting a rate hike every year. I feel that they should be able to raise their rates every two or three years. This will cause a hardship on people that are on fixed incomes, such as myself. Any increase in my cola is normally taken up by increase in the cost of Medicare. Please say no to their request for this rise in their water rates that do not bring the consumer anything new in their service. | PSC | JMR | Letter mailed August 19, 2009. |
| P201004805 | Kim | Tate | Shell Knob | MO | (das) Mrs. Tate called to discuss the rate increase. Says pressure is too high and rates are too high. Leaks have occurred in the area on customer side of the pipe. Can't prove it is due to pressure increase but customers are responsible and have to pay for wasted water and the plumber to fix it. She and her neighbors are afraid to water their lawns and flowers because rates are so high. Ms. doesn't think it is fair that stock holders are getting rich at their expense. | Both | DS | Please see Staff Investigative Summary attached. |
| P201001630 | Lynne | Timmons | Grain Valley | MO | This is a vacation home. We seldom if ever use 1000 gallons. Increasing the base to 3000 and increasing the cost by 31% is not acceptable. The home was est. in August 1969 and at that time there were no water charges. Subdivision sold the water rights in 1980's & that's when they charged us for water. We are on a fixed income. | Both | JMR | Letter mailed August 19, 2009. |
| P201002913 | Wayne | Tompkins | Hollister | MO | We disagree with this rate increase. We are considering an independent well on our property should this increase take effect. Please reconsider this increase in the interest of your customers. | PSC | JMR | Letter mailed August 26, 2009. |
| P201002914 | Wayne | Tompkins | Hollister | MO | We disagree with this rate increase. We are considering an independent well on our property should this increase take effect. Please reconsider this increase in the interest of your customers. | PSC | JMR | Letter mailed August 26, 2009. |
| P201002915 | Wayne | Tompkins | Hollister | MO | We disagree with this rate increase. We are considering an independent well on our property should this increase take effect. Please reconsider this increase in the interest of your customers. | PSC | JMR | Letter mailed August 26, 2009. |
| P201002916 | Wayne | Tompkins | Hollister | MO | We disagree with this rate increase. We are considering an independent well on our property should this increase take effect. Please reconsider this increase in the interest of your customers. | PSC | JMR | Letter mailed August 26, 2009. |

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| P201004367 | Jim | Tone | Lexington | IL | Seasonal home at 22992 Farm Rd 1260 (formerly HCR 1, Box 4017, Lot 11) Company put in new meter; water shut off inside house. From 6/29 to 7/06 and from 7/06 to 8/04 billing showed 1000 gallons usage when water was shut off. People using less now. This increase hurts resale value & real estate value. Investors will now look elsewhere | PSC | JMR | Letter mailed August 27, 2009. |
| P201003052 | Jim | Tone | Lexington | IL | See Attached | PSC | JMR | Letter mailed August 27, 2009. |
| P201004414 | Don | Townsend | Shell Knob | MO | After an increase of over 36% last year & a previous increase in 2006, I find it ludicrous to expect Aqua customers to come up with another HUGE increase of 1-1/2 times there current monthly bill again this year. I live in Turkey Mountain Estates I in Shell Knob, Missouri. The water pressure & the quality of the water there is very poor, therefore making an increase in customer rates even more wrong & immoral. | PSC | JMR | Letter mailed September 17, 2009. |
| P201008925 | Ordon | Tummons | Shell Knob | MO | see attached | OPC | CB | OPC received the public comment. |
| P201003075 | Norm | unlisted | Warsaw | MO | See Attached | Both | DS | Please see Staff Investigative Summary attached. |
| P201002862 | Robert | Vedder | n/a | MO | (cld)I think 44% increase is a little to much of an increase to be asking for in this economy. I know they might have a lot of problems with their equipment. I am a senior citizen on a fixed income with out getting a raise they should suffer like I do. There Parent Company is making tons of income. Maybe they should go to them for a handout. | PSC | CLD | Consumer Services discussed with customer on August 24, 2009. |
| P201004273 | John | Walker | Shell Knob | MO | see attached | Both | JMR | Replied via email September 9, 2009. |
| P201003434 | Norma | Walker | Pleasant Hill | MO | See Attached | PSC | JMR | Letter mailed September 1, 2009. |
| P201003435 | Carolyn Harry | Waterson | Branson | MO | See Attached | PSC | JMR | Letter mailed September 1, 2009. |
| P201010452 | Carol | Webb | Shell Knob | MO | see attached | OPC | CB | OPC received the public comment. |
| P201003943 | Cheri | Wegener | n/a | MO | (cld) when they come in here and they have made investments in their upgrades. They are requesting an increase because of loss of revenue. People don't used as much when you raise the prices. As far as upgrades. They have a little building. I don't know how many times they can paint it and put a fence around it. This is not a growing area. Maybe some of the improvements are ill timed. This represents triple of what are bills were 3 years ago. This is out of line with other districts. | Both | CLD | Consumer Services discussed with customer on September 8, 2009. |
| P201004387 | David | Wilhelm | Shell Knob | MO | see attached | Both | JMR | Replied via email September 14, 2009. |
| P201004389 | David | Wilhelm | Shell Knob | MO | see attached | PSC | JMR | Replied via email September 14, 2009. |
| P201003087 | Wendell | Wilkinson | Shell Knob | MO | (cld) They supposedly spent \$100,000 and I assume that they did. They want to get this paid off in 4 years. My usage last month is 12000 gals. It would be astronomical. They got rate increase 1.5 years ago for over 104% and know they want more. I have a wide variety of places I pay for water and none of them are even near their price. They bought it and paid way too much and know they are trying to stick it to us. There are people down there that just can't afford it. | Both | JMR | Replied via email September 10, 2009. |
| P201004274 | Wendell | Wilkinson | Shell Knob | MO | see attached | Both | JMR | Replied via email September 10, 2009. |

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|------------|---------|-----------|----------------|----|--|-----|---------------------------------------|
| P201003436 | Lewis | Williams | Shell Knob | MO | See Attached | PSC | JMR Letter mailed September 1, 2009. |
| P201004090 | Mary | Williams | Jefferson City | MO | See Attached | PSC | JMR Letter mailed September 10, 2009. |
| P201003437 | Shirley | Williams | Shell Knob | MO | See Attached | PSC | JMR Letter mailed September 1, 2009. |
| P201003451 | Bernard | Wingebach | Arma | KS | Case Number WR-2010-0025. White Branch, Warsaw Mo. I have a lake home in this area. I would rather have all water services metered. Our home is only used on weekends during the warm weather. We have water to faucetts and toilet. No laundry washer or dish washer. It would be better for people to pay for what they use. There is a lot of waste with people watering their yards and watering the roads to keep the dust down. If this new rate goes into effect, people will waste more water. | PSC | JMR Letter mailed September 4, 2009. |
| P201003349 | Linda | Winkler | Kansas City | MO | I'm a seasonal resident in White Branch, Warsaw, MO, & just rec'd notice to increase water rates. I don't think this should happen at this time due to economy & due to several people being laid off. The rates were raised last year (water & sewer), & feel it's unfair to raise the rates at the present time because people are struggling w/their bills as it is. I also feel part-time residents should not have to pay as much as they do. This is higher than I pay in KCMO, both water & sewer combined. | PSC | JMR Letter mailed August 31, 2009. |
| P201004409 | Ryan | Woods | Shell Knob | MO | see attached | PSC | JMR Letter mailed September 15, 2009. |
| P201004117 | Herta | Zubko | Shell Knob | MO | (cld) we have lived here 19 years. It seems like we are getting | PSC | CLD Consumer Services discussed with |

PUBLIC COMMENTS RECEIVED

BY

STAFF

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



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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 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 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

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Missouri Public Service Commission
Public Comments

SEP 09 2009

Records
Public Service Commission
Missouri Public Service

Your comments are appreciated and will be placed in an official file of the Missouri Public Service Commission.

Public Comments

LAKE CARMEI

(The above comment field allows only 500 characters. Please attach a separate file, if needed.)

Phone numbers, fax numbers, street addresses, and email addresses will be kept private.

| | |
|--|---|
| First Name | GERALD |
| Middle Initial | R |
| Last Name | FERRIN |
| Street Address | 10331 SOUTH SHOE DR |
| Mailing Address (If different from above) | N/A |
| City | EUGENE |
| State | Missouri |
| Zip | 65032 - 5032 |
| County | |
| Phone | N/A |
| E-Mail | GSRRF@AOL.COM |
| Utility Type | Sewer |
| Utility Company Name | Aqua Missouri, Inc. (Development)-(Sewer) |
| Case/Tracking No. | WR-2010-0027A |

RECEIVED

SEP 02 2009

UTILITY OPERATIONS
DIVISION

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

August 31, 2009

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. We are already paying \$65 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,
Gerald & Shirley Ferrin
10331 South Shore DR
Eugene, MO 65032

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

Dear Public Service Commission:

As a home owner of Lake Carmel Estates. 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,
Ashley Kempker

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SEP 09 2009

*Records
Public Service Commission*

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

RECEIVED

SEP 02 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 |

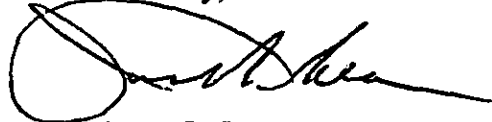
Missouri Public Service Commission
August 31, 2008
Page 2

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", with a large, stylized initial "J" and "L".

James R. Lea

cc: Office of the Public Counsel

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

RECEIVED
SEP 01 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,
Michael and Phillis Singer

PUBLIC COMMENTS RECEIVED

BY

THE OFFICE OF THE PUBLIC COUNSEL

COPY

August 29, 2009

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

Reference WR-2010-0025

Dear Sir:

Again I am writing concerning the rate increase requested by Aqua Missouri for LTA Water District in Lake Taneycomo Acres in Branson, MO.

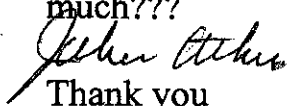
In 2005 they requested a 152% increase, They received a smaller amount.
In 2006 they requested a 63% increase.
In 2008 they requested a 119 % increase.
In 2009 they are requesting a 28.6% increase.

A minimal amount of 5-15% each year should be sufficient. COLA is only 2-4%

With proper planning a business should be able to operate for more than one year without requesting large rate increases. Continual requests will soon reach the 152 requested in 2005

Will this increase be used for LTA Water district only?

I oppose this request for an increase this year of 28.6%. Next year how much???


Thank you
John Atkins
494 River Drive
Branson, MO 65616
417-335-5000
e-mail ocvacation@aol.com

Cc
Office of the Public Counsel, Attn Water/Sewer Dept.

SEP 03 2009

Banta email.txt

From: Brossier, Shylah
Sent: Friday, September 11, 2009 8:12 AM
To: Baker, Christina
Subject: FW: NO!NO!NO!-Case No. WR-2010-0025

From: Dee [mailto:birds3@centurytel.net]
Sent: Thursday, September 10, 2009 7:02 PM
To: DED.mopco
Subject: NO!NO!NO!-Case No. WR-2010-0025

This requested raise is not warranted. People are losing jobs and their homes and they want to increase a commodity that everyone needs to survive by 45.1%!!! They need to cut the fat out of their organization. Operate more efficiently. Since they have installed, never consulted or notified, these skinny blue towers, water quality is terrible! You can not find out anything about them. I asked if they drilled the well deeper was told no. Was also told by one of their employees they sent to my house who could not answer my questions that they install used equipment to save money. Their billing practices have always been horrific.

For many, many months, over a year I drank water out of this container thinking it had become stained when all the brown water came out of the faucet. When the cannister would empty I would spray it with vinegar water, not wanting soap in my water and rinse. To my utter surprise I found out this Summer that the cannister had a residue on it! I now wash the container every time it empties.

Several weeks ago when I opened the outside faucet to water the birds which is done every morning and sometimes two or three times a day. Water poured out solid brown. Now where is this coming from?

When the previous company had this water system we had numerous water breaks and never once was there brown water out of my faucet and the water quality was better. Everything has been downhill since this PA company has taken over and put up these skinny towers. Only learned of the PA company at the meeting against the last increase that they still slipped the bill up from what it was supposed to be after several months.

Someday I would like to know who tests the water, how often, what the report is. What am I drinking here. How hard is the water so that I can get the proper softener system in my home. I have been without a hot water heater for over a year now. Lime is on everything! Maybe they should invest in a saltless water softener system that a firm in Fayetteville AR sells to commercial water companies. I have been considering their home installation if it would work for me. I can't really do anything here until I deal with this water situation.

Now to the billing practices.

Double billing in one month. When the primacy fee comes up, which keeps creeping up

Banta_email.txt

also, they are blown right out of the water, no pun intended. Give you the new meter excuse. Have to change them out every 10 years. I heard that story several years ago. I put a new home in here 13 years ago, I believe I probably have the same meter from the start. It is on the other side of my fence on the neighboring lot. I got the meter excuse on the double billing again this year. Yes, this double billing has happened before. They are the only firm I have every dealt with between WI, IL, AR and MO that can not have a standard due date and get their financial act together.

I certainly hope that you see to it that this enormous increase is not allowed.

Sincerely,
Dee Banta

P. S. The pictures that were sent with this apparently you would not receive. As my mail came back twice.

Berven email.txt

From: Brossier, Shylah
Sent: Wednesday, August 26, 2009 8:10 AM
To: Baker, Christina
Subject: FW: WR-2010-0025
Attachments: Public Response WR-2010-0025.docx

From: Jeremy Berven [mailto:jberven@flybranson.com]
Sent: Tuesday, August 25, 2009 9:50 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: WR-2010-0025

Attached is a public comment for Aqua Missouri, Inc.'s proposed rate increase (WR-2010-0025). I also submitted it via the Commission's website.

Thank you.

Jeremy Berven

Betser email.txt

From: Brossier, Shylah
Sent: Monday, August 31, 2009 8:24 AM
To: Baker, Christina
Subject: FW: Rankin Acres WR-2010-0025

From: HelkenB@aol.com [mailto:HelkenB@aol.com]
Sent: Sunday, August 30, 2009 7:02 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Rankin Acres WR-2010-0025

I am writing reference to the proposed rate increase in water usage for Rankin Acres, Republic, Mo.....Case number WR-2010-0025.....First as a resident of Rankin Acres I totally oppose proposed increase.....in DEC of 2007 Aqua Missouri, Inc requested a hike increase (Reference QW-2008-0007) from \$24.01 monthly rate to an additional \$22.23 which we now pay a monthly bill of \$50.08 and how that became over 46 dollars I don't know.....this increase was based on a assumed 5,000 gallon usage rate.....and to recover losses due to improvements?????what improvements had been made is unknown to this resident as the only improvements I have seen in 11 years as a resident is for them to repair broken main lines.....I might add has been somewhere between 8 and 10 just on my street.....also the water line is not adequate (small) to provide proper pressure.....

Now AQUA wants to increase rates from \$50.08 cents to \$52.48 per month for annual operating revenues.....(Ref Case WR-2010-0025).....I find this outrageous not to mention that those on a meter ,not in our area, would pay a proposed \$34.75 per month for 4,000 gallons usage.....I would like to draw your attention to City Utilities of Springfield for a comparison on prices for water usage.....CU is proposing to raise their rates to \$19.08 per month for 5,235 gallons of waster a month in 2010, \$21.01 in 2011, to \$22.94 in 2012, to \$24.87 in 2013.....reference Springfield's News-Leader, August 30, 2009.....as you can see AQUA is not in line with existing rates in the surrounding area and to ask for an additional increase after getting double the amount per customer in 2008 I strongly urge your staff's to disapprove this request and look into just what improvement's this company is alleging they have madeto our water supply in Rankin Acres.....as you must be aware they (AQUA) manage several wells for subdivisions in southwest Missouri and it seems that it is a matter of paying peter to pay for Paul so to speak.....

Sincerely

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

Customer Comment

Date: 9/9/2009

Facility: Aqua Missouri, Inc.

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

Name: Ron Bennefeld

Address: Highline Drive White Branch, MO

Phone Number: 660-438-3095

Comments: I used to work for the water company when someone owned it. I know that they always ask for more than they can get, that is standard for a utility company. That is why they are coming back a second time for another rate increase. I believe they are getting carried away with all the old people they have as increases. I don't know why you all keep giving these companies the rate increases. Nobody there gives a diddly dang about what happens here. You are taking money from the lobbyists and putting it into your pockets. I have had it with these rate increases, you have to stop letting them get away with this. Sooner or later this will bite you all in the rear.

sb

COPY

P 1 of 1

ATTN: Water & sewer Dept.

Sept. 5, 2009

RE: WR-2010-0025

Public Comment-

El Carl E. Cain & wife Gloria retired & bought a house in Warsaw Mo. in the White Branch Covenant. As a water customer only of Aqua Missouri, Inc. Our water bill in 1999 was \$6.⁰⁰ a month, intill they sold out to another company. They raised our water bill to \$25.36 (2008). They (new owners) raised our water bill to \$35.19 a month. This is a retirement community of less than four hundred residents. I think we have been punished enough. Now as a retired person we will not receive a raise in 2009 or 2010.

We also now are on a sewer line with Benton Co. Sewer Dist. #1 at a cost of \$35.⁰⁰ a month. With the economy the was it is today, I think we have had enough ~~raised~~ raises to last us until the economy gets better.

Respectfully Yours,
Carl E. Cain

C.C. Office of
Public Counsel

SEP 08 2009

COPY



MS CAROL CHAPIN
31228 HIGHLINE DR
WARSAW MO 65355-4980

ATTN: Water and Sewer Dept:

Re: WR-2010-0025

AUG 28 2009

Public Comment -

As a water only customer of Aqua Missouri, Inc. White Branch, I think another raise is outrageous. In October of 2008 our rates went from 25.36 to 35.19 a month.

This is mostly a retirement community. We have no water meter. We pay \$35.00 ^{monthly} to Benton County Sewer District #1. An increase in water at this time on SS Income is too much.

cc: Office of
Public Counsel

Sincerely

Carol Chapin

Chapin email.txt

From: Brossier, Shylah
Sent: Wednesday, September 09, 2009 8:19 AM
To: Baker, Christina
Subject: FW:

From: angel rose [mailto:dgcarr@hotmail.com]
Sent: Wednesday, September 09, 2009 6:53 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject:

I am writing in regards to the rate increase proposal for White Branch from Aqua. I am against this increase because as a resort community many people do not even use water 4 to 6 months a year. I feel a more fair way to raise rates is to add meters and charge by use like most communities do. I have also not been satisfied when resolving problems with this company. I was promised almost two years ago that my outside shut off would be replaced and buried deeper (it is less than a foot deep) to prevent winter freezing and the issue is still unresolved. I feel this increase would unfairly burden our community many of whom are retired. I also feel that this increase is a very steep in comparison to other communities.

Thank You
Donald Chapin

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

Office of the Public Counsel

Water/sewer Dept. Case # WR-2010-0025

From \$14.11 in 2006 to \$20.48 to \$27.98 in 2008 and now in about a years time they want another increase to \$40.60. 970!

They are crying about declining revenue over the past 2 years. Have they thought about the possibility of people having cut way back on their water usage due to the rates? I, and many others in the Oronok Mountain I-II-III area have stopped watering lawns, gardening, planting shrubs and trees which would require regular watering as well as cutting back on flower beds, washing off driveways and even washing down the home annually. Yes, some of us used to do that too. We cannot afford it any more.

Even if you don't use the minimum 3,000 gallons - you still get charged for it.

I guess they think if they holler loud enough and long enough and keep pushing, that we will give up the fight.

I hope they are wrong and people will stand up to them like we did last year. I am totally against another increase right on the heels of one last year.

Wayne Crawford 43 Bluebird Ln.
Shell Knob, MO, 65747

Need PC #
WR-2010-0025

Fry_email.txt

From: Brossier, Shylah
Sent: Wednesday, September 09, 2009 3:09 PM
To: Baker, Christina
Subject: FW: WR-2010-0025
Attachments: PSC'09Letter.doc

From: jimarfry7341@att.net [mailto:jimarfry7341@att.net]
Sent: Wednesday, September 09, 2009 2:46 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: WR-2010-0025

Please find attached a letter concerning PSC request WR-2010-0025 submitted by Aqua Missouri, Inc.

James Fry

September 9, 2009

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

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

Re: WR-2010-0025

Dear Sirs:

Aqua Missouri, Inc. is coming back to the PSC in approximately one year for another rate increase for us customers in Rankin Acres, Republic, MO. This is after they were approved and implemented a 102.5% increase on September 7, 2008. According to their Customer Notice dated August 11, 2009, this increase is to cover investment cost associated with the new metering program and declining revenue over the past two years.

I am thankful that the PSC has mandated that the meters be installed by their WR2008-0269 order, but am disappointed that they gave Aqua Missouri until August 1, 2013, to complete the installations. Aqua Missouri, under their former name, stated in 1999 that they would immediately start meter installation due to disproportionate water usage and the inability to properly disconnect customers (no shutoff valves at the water main). Currently I believe they have only installed eight meters during the first year which leaves 80 to be installed over the next four years. My understanding was that part of the 102.5% increase which was granted was to offset the cost of this installation.

The "declining revenue" statement may be partially due to the national economy. Aqua Missouri has in place a monthly minimum charge for no usage and currently there are six vacant homes in Rankin Acres, some due to repossession. Since none of them are metered are they collecting the \$50.08 from each property owner? When meters are installed may also result in a decline in revenue. This is an older neighborhood with over half of the homes occupied by one or two individuals. Based on the national average water usage of 3000 gallons per individual per month and the proposed new rates Aqua Missouri may lose from \$9.83 to \$17.73 for each of these homes. In fact my neighbor and I have asked for meters because we think it would save us money since he lives by himself and there are only two of us. We got a "No" from Aqua Missouri's field representative. Is it because they want to make all they can before they have to install meters?

This neighborhood is caught in a "Catch 22" situation. We cannot drill our own wells to reduce costs because of lot sizes and other regulations. We are surrounded by the city of Republic but

cannot access their water supply, not even for a back up, because of Aqua Missouri having the supply rights to our area and not discussing with Republic the possibility of assistance. Therefore; I ask that you give long and hard consideration to this request from Aqua Missouri and how it will impact this neighborhood, its retired fixed income citizens and those that are struggling due to the current economic situation.

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

Sincerely,

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

George email.txt

From: Brossier, Shylah
Sent: Monday, August 24, 2009 8:33 AM
To: Baker, Christina
Subject: FW:

From: Marlene D George [mailto:mgeorge000@centurytel.net]
Sent: Sunday, August 23, 2009 10:23 AM
To: DED.mopco
Subject:

WE FEEL THE RATE HIKES ARE TO MUCH ON top of the recient hikes already approved and implimented by Aqua Missouri! most people in this area are retired on fixed incomes and we cannot request rate hikes! Please consider their request thoughtfully!

Thank You,
Bill and Marlene George
191 Bob White Lane
Shell Knob, Mo.65747

Glasebrook email.txt

From: Brossier, Shylah
Sent: Wednesday, August 19, 2009 12:16 PM
To: Baker, Christina
Subject: FW: Water Rate Hikes

From: Nile Glasebrook [mailto:nileriver49@yahoo.com]
Sent: Wednesday, August 19, 2009 12:12 PM
To: DED.mopco
Subject: Water Rate Hikes

Please let me know if Aqua Missouri is also giving their employees a 45% pay raise!!
This is just plain wrong and makes no sense in this market place or any other time.
who is
getting 45% increases in anything? what ever happened to 2.5% increases like our
paychecks?
Thanks,
Nile Glasebrook
512 Lake Road
Shell Knob, MO

August 31, 2009

COPY

Dear Sirs - Ozark Meadows home owner
Aqua Missouri, Inc.

I have received a letter concerning a raise in rates. They are wanting to double what I pay now. I believe their rates are already high compared to other places around locally.

I am already paying double what my neighbors are paying. There is two of them and only one of me. Something is not right there.

When my husband died a little over 2 years ago, my income dropped very low. I lost all of his income and I am now living on Social Security. I am on a very strict budget. The forty some dollar raise would be coming out of my food part of the budget. S.S. is not going to give a raise next year.

I have already cut back on gas but my Mother is in Tipton Oak Manor with dementia. I am an only child so I have to tend to her needs.

I don't know where money for this hike would come from except food. If things keep going up, I may have to sell my house and make other arrangements.

I know you don't need another "sob story" but please consider very carefully what needs to be done and why some things were not considered at the beginning.

Thank you for your time - Carolyn Goodwin

August 11, 2009

Aqua Development Company, a/k/a 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 Ozark Meadows. The reason for the increase is the addition of ultraviolet treatment for disinfection and other plant upgrades to meet environmental standards totaling \$30,000 (\$1,200 per customer), and increased expenses 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 \$13,200 (approximately 82.7 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-2010-0023. 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).

Ozark Meadows-Sewer

| <u>Type of Charge</u> | <u>Current Rates</u> | <u>Proposed Rates</u> | <u>Amount of Rate Change</u> |
|--|-----------------------------|------------------------------|-------------------------------------|
| Monthly Flat Rate Charge | \$50.43 | \$92.14 | \$41.71 |
| Residential Metered-minimum charge (no usage included) | \$36.06 | \$65.88 | \$29.82 |
| Residential-monthly, usage per 1,000 gallons | \$2.875 | \$5.253 | \$2.378 |

Herzog email.txt

From: Brossier, Shylah
Sent: Thursday, September 10, 2009 8:28 AM
To: Baker, Christina
Subject: FW: case ref # WR-2010-0025

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

From: burwood37@windstream.net [mailto:burwood37@windstream.net]
Sent: Wednesday, September 09, 2009 7:16 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: case ref # WR-2010-0025

Bryan & Joni Herzog
1543 North 10th Street
Nebraska City, Ne. 68410
Public Service Commission
Attn: Water/Sewer Dept
P.O.Box 360
Jefferson City, MO 65102

09-09-2009
Reference Case Number WR-2010-0025

Dear Commissioners,

In July of 2008 we purchased a house in the Lakewood Manor subdivision, in the following months we were quite surprised at the cost of water service compared to what we pay here in Nebraska. Now we receive a notice that Aqua Missouri Inc. wants to raise the rates by nearly a 100%. Our purpose of buying a home was to relocate to Missouri, continuing our careers and ultimately retiring there, but in doing some research we find Aqua has been granted a significant increases in 2006 again in 2008 and now in 2009? where does it stop? Do we sell our house and relocate in another state, Or does the Public Service Commission deny these increases and SHOW us The-Show-Me-State will not allow its citizens to be unfairly taken advantage of by a company that has no concern of the hardships they are placing on their customers. In closing we would ask you to please take a stand AGAINST these ludicrous increases.

Respectfully Submitted
Joni & Bryan Herzog
Windsor Lane
Lakewood Manor
Shellknob, Mo

Horstman email.txt

From: Brossier, Shylah
Sent: Friday, September 11, 2009 8:11 AM
To: Baker, Christina
Subject: FW: Comment for case #WR-2010-0025

From: Kathy Horstman [mailto:gramakhat@yahoo.com]
Sent: Thursday, September 10, 2009 9:55 PM
To: DED.mopco
Subject: Comment for case #WR-2010-0025

ATTN: Water/Sewer Dept

Dear Office of the Public Counsel:

I am a resident in Lakewood Manor in Shell Knob, MO 65747. Aqua MO has made a request with the Missouri Public Service Commission for water rate increase from a base rate of \$35.37 to \$68.33. That is almost double of our previous rate. I understand that it is important to keep up the water facility and the funds for this must come from somewhere but Aqua MO doubled our base rate in Oct of 2008. That was less then a year ago. How many raises of such large amounts are we suppose to endure, especially in today's economy. I would urge you to deny such a large increase in this water rate. Thank you for your consideration. I apologize for being so late with this request. Our notification states that we had 30 days to respond but our postal system delivered this letter on August 25th and it was supposedly written on Aug. 11th. I understand that there are several neighbors that did not receive this notice in a timely manner. Thank you again.
Katherine Horstman
23225 Dover Lane
Shell Knob, MO 65747

Customer Comment

Date: 9/11/09

Facility: Aqua Missouri, Inc.

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

Name: Robert Horstman

Address: 23225 Dover Lane Shell Knob, MO 65747

Phone Number: 417-858-0889

Comments: After reading the letter my immediate thought was what the heck is going on? Then looking at the type of charge and the size of the rate increase they are asking for. I said to myself I have been married for 35 years and have been paying utility bills for the same amount of time. The largest water rate is when I moved to my present residence here in Shell Knob. In the last two years there has been an increase, large increases. I understand that there are costs that have to be met but this is a ridiculous amount of increase on the rates. I don't think it should even be considered.

sb

Horvath email.txt

From: Brossier, Shylah
Sent: Wednesday, September 02, 2009 1:14 PM
To: Baker, Christina
Subject: FW: Case # WR-2010-0025
Attachments: Septembe 01 Aqua rate increase.doc

From: Leo Horvath [mailto:1horvath@centurytel.net]
Sent: Wednesday, September 02, 2009 12:54 PM
To: DED.mopco
Subject: Case # WR-2010-0025

Gentlemen:

Please find comments relative to the case referenced above.

Regards,

Leo J. Horvath

September 01, 2009

Public Service Commission
Attn: Water/Sewer Dept.
P. O. Box 360
Jefferson City, MO 665102
Reference: Case # WR -2010-0025

Dear Commissioners:

Well, here we go again with another rate increase by Aqua Missouri for the residents of Lakewood Manor in Shell Knob, MO. First it was 2006, then 2008 and now another in 2009.

Where does this end? Why must we continue to fund Aqua's inability to properly service it's customers in Lakewood Manor without these exorbitant increases in our cost of water? Did they not properly assess the condition of the system prior to taking it over? Have they not heard of due diligence? Why must they recover their cost so quickly? Can't these increases be spread over a longer period of time? Why must these costs be borne by only those actively using water when Aqua's "improvements" benefit everyone that owns a lot? Why? Why? Why!

| Type of Charge | August 2006 | May 2008 | August 2009 | Proposed Rate |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Monthly Minimum Includes 2,000 Gallons | \$15.71 (.007585/gal) | \$35.71 (.017685/gal) | \$35.71 (.017685/gal) | \$68.33 (.034165/gal) |
| Usage over 2000 gals. Per 1000 gal. | | | \$8.75 (.00875/ga;) | \$16.91 (.0169/gal) |

When I look at the cost of water in the table above, I have a hard time with understanding the cost of water/gallon increases. The water in the ground doesn't cost Aqua anymore now than it did when they took over the system, (I guarantee the Lord did not raise his price on the water he provides us), with the exception of an increase in the power cost to raise the water. Why should it cost less per gallon after I use 2,000 gallons? I do realize that the overhead and operating costs are in the first 2,000 gallons. But, why double the cost of the water/gallon to \$16.91 in the proposed rate? All in all, when I look at the table above, I have a hard time to accept an increase of well above 400% in just three years.

If you as commissioners allow increases beyond a reasonable amount per year while Aqua recovers their costs I do not think you will be discharging you responsibilities as you are meant to. Please look beyond just the hard numbers that have been put forth with respect to this proposed increase.

Respectfully,

Leo James Horvath

Hoskins email.txt

From: Brossier, Shylah
Sent: Thursday, August 27, 2009 12:16 PM
To: Baker, Christina
Subject: FW: Protesting water rate increase

From: Gary Hoskins [mailto:gthoskins@gmail.com]
Sent: Thursday, August 27, 2009 11:59 AM
To: DED.mopco
Subject: Protesting water rate increase

August 28, 2009

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

Re: WR-2010-0025

Gentlemen:

Less than two years ago Aqua Missouri, Inc., raised our water rates in spite of probably a 100% rate increase protest. I have been told and have observed that customer protest does no good, and that is unfortunate and un-American.

The increase now proposed is absurdly too high. Perhaps the reason Aqua Missouri is having declining revenue is because none of us residents can afford to use water.

I think perhaps Aqua Missouri made a bad investment when it purchased this water system and should suffer their own mistake, not us.

We are all retired people in Lakewood Manor and we are mostly all on fixed incomes. Please take that into consideration. The word is already out in the Shell Knob area that "you should not buy or build a house in Lakewood Manor because of the water bill problem"; therefore, it has hurt our property values and damaged our resale values.

I am sure that you will receive many protests from Lakewood Manor residents. Please be merciful and considerate of family rights and values and please DO NOT APPROVE Aqua Missouri's request.

Gary Hoskins
22938 Windsor Lane
Shell Knob, MO 65747

Customer Comment

Date:

Facility: Aqua Missouri, Inc.

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

Name: George Jackson

Address: 13780 Slabtown Road Plato, MO 65552 (own a home in Shell Knob)

Phone Number:

Comments: I own a home in Shell Knob, they jumped from a little over 9 dollars to over 30 dollars a month, just minimum charge. They are wanting over a 100% increase and this jump is just crazy. I don't know how to say this anything else.

sb

Kice email.txt

From: Brossier, Shylah
Sent: Monday, August 31, 2009 8:27 AM
To: Baker, Christina
Subject: FW: Water rate increase for Aua Missouri, Inc.

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

From: Dick Kice [mailto:dkice@mo-net.com]
Sent: Sunday, August 30, 2009 4:56 PM
To: water.sewer@psc.mo.gov
Cc: DED.mopco; Sater, David; Goodman, Jack
Subject: Water rate increase for Aua Missouri, Inc.

August 30, 2009

This e-mail is to inform your office of a third rate increase in 5 years proposed for the Lakewood Manor water well customers located in Shell Knob, Missouri.

* Aqua Missouri, Inc. purchased our community well in April of 2004. Despite protest letters and opposition to the increase expressed in a public hearing, Aqua, Missouri, Inc. was granted a rate increase raising the minimum monthly water rate in Lakewood Manor subdivision from \$9.02 to \$17.42.

* Aqua, Missouri, Inc. approached the Public Service Commission for a second water operating revenue increase for the Lakewood Manor subdivision well in August of 2006. Despite another round of protest letters to your commission and opposition to the increase expressed in a public hearing, the company was granted a second increase in operating revenues raising the minimum monthly charges for water from \$17.42 to \$35.37.

* For the third time in five years, Aqua Missouri, Inc. is currently requesting that your commission grant an increase in rates from a minimum of \$35.37 to \$68.33 per month.

I respectfully ask that your commission deny this request as it is an excessive charge for water. Aqua Missouri cites increased operating expenses and declining revenue as justification neither which is deceptive as there are new homes on the well. We are conserving water carefully, but we must have affordable water rates to live in our homes.

Sincerely, Janet R. Kice 22906 Farm Road 1260 Shell Knob,
Mo 65747 417.858.2505

Langley email.txt

From: Brossier, Shylah
Sent: Thursday, September 03, 2009 8:43 AM
To: Baker, Christina
Subject: FW: case WR-2010-0025 Aqua Missouri

From: Derry J Langley [mailto:dlangleyl@embarqmail.com]
Sent: Wednesday, September 02, 2009 6:16 PM
To: DED.mopco
Subject: case WR-2010-0025 Aqua Missouri

I object to the requested rate increase Aqua MO recently requested. I have not seen any capital improvements or main replacement. The requested rate change is completely out of line and is unheard of for water usage. I have experienced no real customer service from this company. It is next to impossible to reach a real person via phone. I strongly object to rate increase.

Derry J Langley
Melville L Page
31235 Stonecrest Rd
Warsaw, MO 65355

L Mr. Thomas G. Lavelly
23351 Maple Ln
Shell Knob, MO 65747-7400

PUBLIC SERVICE COMMISSION
PO BOX 360
JEFFERSON CITY, MO 65102

R E C E I V E D

SEP 08 2009

REFERENCE: CASE NO. WR-2010-0025

UTILITY OPERATIONS
DIVISION

DEAR COMMISSION:

FOR A MONTHLY MINIMUM CHARGE UP TO 3000 GALLONS PER MONTH THIS REPRESENTS AN INCREASE TO ME OF A MINIMUM OF \$150 ANNUALLY. OUR NEIGHBORHOOD HAS SUMMER VISITORS WHO ARE HERE LESS THAN A MONTH (TOTAL) ANNUALLY AND WOULD BE EXPECTED TO PAY THE SAME AS WE DO AS PERMANENT RESIDENTS EVERY MONTH. THIS IS AN UNFAIR ATTEMPT TO MAKE MONEY FOR NO MORE SERVICE THAN WE RECEIVE. I HAVE ALREADY BEEN CHARGED UNFAIRLY BY AQUA AMERICA THIS YEAR FOR AN INCIDENT THEY CAUSED. I HOPE YOU WILL DENY THIS REQUEST.

SINCERELY,



THOMAS G. LAVELLY
SEPT. 4, 2009

R E C E I V E D

SEP 09 2009

Records
Public Service Commission

COPY

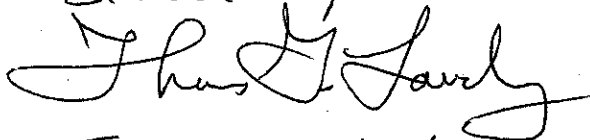
OFFICE OF THE PUBLIC COUNSEL
PO BOX 2230
JEFFERSON CITY, MO 65102

REFERENCE: CASE NO. WR-2010-0025

DEAR PUBLIC COUNSEL:

PLEASE DENY THIS REQUEST BY AQUA MISSOURI, INC. FOR THEIR INTENDED RATE CHANGE OF UP TO 45%. THE PERMANENT RESIDENTS OF THIS AREA ARE MOSTLY RETIRED WITH FIXED INCOMES. THE SUMMER RESIDENTS WHO PAY THE SAME MONTHLY MINIMUM CHARGES ARE HERE SOMETIMES LESS THAN A FULL MONTH (ANNUALLY) AND AQUA MO CERTAINLY MAKES A NICE PROFIT OFF OF THEM. THIS INCREASE WOULD ADD A MINIMUM OF \$150. A YEAR TO MY BUDGET. THIS CHARGE AND OUR CURRENT CHARGES ARE OUT OF LINE COMPARED TO OTHER SURROUNDING AREAS AND COMMUNITIES. THANK YOU FOR YOUR CONSIDERATION.

SINCERELY,



THOMAS G. LAVELLY

SEPT. 4, 2009

Mahoney email.txt

From: Brossier, Shylah
Sent: Tuesday, September 08, 2009 11:13 AM
To: Baker, Christina
Subject: FW: Ozark Mountain Customer Notice--Rate Increase

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

From: Lawrence Mahoney [mailto:lmahoney@platwls.com]
Sent: Tuesday, September 08, 2009 9:13 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Ozark Mountain Customer Notice--Rate Increase

When is Aqua Missouri, Inc (Aqua) going to become realistic about water rate increases of 100.01% in 2008 and in August 2009 another rate increase of 45.1%? Give me a break!

I must protest this huge increase by Aqua Missouri, Inc. as it will be very difficult for most of its customers to experience an increase in water costs. Most of the people that live in our subdivision are retired and living on a fixed income. As a retired school teacher I have not received an inflation increase from my retirement system in the 10 years that I have been receiving benefits. That means I am using 1999 dollars for purchasing goods and services in 2009.

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

Please take this under advisement and reconsider this unusual and extreme increase in our water rates.

Sincerely,

Lawrence E. Mahoney

Customer Comment

Date: 9/16/09

Facility: Aqua Missouri, Inc.

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

Name: Naomi & Gary Martin

Address: 1525 W Lakeland Drive Ozark, MO 65721

Phone Number: 417-485-0678

Comments: They are wanting to raise our water costs 30%. I don't think there should be any rate increase. I called the city and they have not increased the cost the company is paying for water. There aren't even any water hydrants near us or the capability for them. We use the sewer and trash service through the city because it is cheaper. I don't think there should be any raise in rates at all.

sb

Mc Clung email.txt

From: Brossier, Shylah
Sent: Thursday, August 20, 2009 11:11 AM
To: Baker, Christina
Subject: FW: Case # WR-2010-0025

From: Donald D. Mcclung [mailto:dmccclung@mcclungrealtyinc.com]
Sent: Thursday, August 20, 2009 10:46 AM
To: DED.mopco
Subject: Fw: Case # WR-2010-0025

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

From: Donald D. Mcclung
To: water.sewer@psc.mo.gov
Sent: Thursday, August 20, 2009 10:44 AM
Subject: Case # WR-2010-0025

Gentlemen:

I wish I could have the luxury of increasing my commission percentage whenever times get tough! Aqua Missouri, Inc. raised there rate last year. They have also changed the meter at my lakehouse again because of low usage. They charged me for adjusted usage back a year. I just use my lakehouse in the spring, summer and fall. I close the house down in the winter. I have the billings that were sent to me changing my amount due 3 times in a month. I feel that the amount of increase they are asking for is unfair to their customers. No matter how much one controls their usage, Aqua Missouri, Inc. wants and asked for more money. I asked that no increase be given to their request.
Sincererly, Donald D. Mc
Clung 870-423-6261

Miao email.txt

From: Brossier, Shylah
Sent: Monday, August 24, 2009 10:57 AM
To: Baker, Christina
Subject: FW: Comment regarding case number WR-2010-0025

From: Laura Miao [mailto:lauramiao@hotmail.com]
Sent: Monday, August 24, 2009 10:34 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Comment regarding case number WR-2010-0025

I do not support Aqua Missouri's request to increase the water rate for Riverside Estates.

1) Our current rate is already higher than other communities in the surrounding areas. The company is proposing a 37.4% of increase, the highest inflation that I have ever heard of, which does not show justified causes. This rate is simply unacceptable.

2) The company's reasons of declining revenue might be due to several factors, such as the abundance of rain fall that allows people not to water their lawns as often, and/or because of the downturn in housing market, there haven't been any more new houses built, which does not make water usage increase.

3) If what the company said about the upgrades to the water system was true, it should only improve the system, which should save money such as their operating expenses. I would like to see the evidence of their cost on upgrades. To me, the user, nothing has changed--the water I use is still full of calcium that requires me to spend money on water filters all the time.

Therefore, I do not see sufficient reasonable causes that justify Aqua Missouri's request to increase the water rate by 37.4% for Riverside Estates.

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

Customer Comment

Date: 8-28-2009

Facility: Aqua Missouri, Inc.

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

Name: Cherril Milligan

Address: Turkey Mountain Estates, Shell Knob (9944 S. FM 730, Azle, TX 76020)

Phone Number:

Comments: Has been on this service approx. 34 years. Is incapacitated and had to move to TX to recuperate. Aqua has been charging her when she hasn't been there for 2 years. Co should have done something for those who don't live there. Rate is too much for a small water company. Amount is too much. Social security is down to nothing and she has big hospital bills.

cb

Moen email.txt

From: Brossier, Shylah
Sent: Friday, September 11, 2009 8:13 AM
To: Baker, Christina
Subject: FW: Lakewood Manor Water Rates (Again)WR-2010---25

From: colleen moen [mailto:moanymoany2001@yahoo.com]
Sent: Thursday, September 10, 2009 4:49 PM
To: water.sewer@psc.mo.gov
Cc: DED.mopco
Subject: Fw: Lakewood Manor Water Rates (Again)WR-2010---25

--- On Thu, 9/10/09, colleen moen <moanymoany2001@yahoo.com> wrote:

From: colleen moen <moanymoany2001@yahoo.com>
Subject: Lakewood Manor water Rates (Again)
To: water.sewer@psc.mo.gov
Date: Thursday, September 10, 2009, 4:36 PM
Shell Knob Mo Aqua MO. at it again!!!!!!!!!!!!!!
Sept 2006 140 % rate request-granted
Dec 2007 207% rate request-granted
Aug 2009 93.2% well we know what we usually do!

There statement in 2007 was they needed money to put in a new water tank-now they want money to cover the water tank they put in-come on -can't someone see thru this??

They call it a new tank!--it was a second hand tank pulled over from another development-

then they welded a new hole into the side of it and painted it up! Look at this big business

plan for putting it up in 2007-did they not know what they were doing?who are they fooling?

Do you really think they can not plan ahead of time?

Look at their companyfinances;

8/4/09 Aqua America announces income up 15% for 2nd quarter

8/4/09 Aqua Am announces 7% cash dividend increase

8/12/09 Aqua acquires Lawrenceville water system

8/12/09 Aqua Pa Acquires Water and wastewater system

8/4/09 Aqua Tx acquires new water system

7/22/09 Aqua In acquires water and waste water

6/1/09 Aqua Pa acquires municipal water system

Reservoirs full for season

REPORTS ARE GREAT ALL OVER THE SYSTEM

This is a massive company that manages across the board and has hypothetically invented figures

for our tiny community.

please stop them-everyone is on a limited income.

Branson just announced water is 20.00 for 3000 gallons! All the private wells are paying 100.00 a

year for water in Golden and Shell Knob-a bit unreal yes-but you must remember the grocery

store pays 6.75 an hour! A day care worker of 8 years is getting 8.75 an hour-this is very low

income down here!!

Colleen Moen

Morgan_email.txt

From: mark morgan [markmorgan53@yahoo.com]
Sent: Tuesday, September 08, 2009 12:22 PM
To: Baker, Christina
Subject: Aqua water rates

Christina Baker
Senior Public Counsel

RE: Case WR2010-0025

Dear Ms. Baker,

I state my opinion that there should be no water rate increase in White Branch. The taste of our water is terrible. We can sometimes smell the chlorine in the water as we start to drink a glass of it. We have only a Pur brand faucet filter on the kitchen sink. This helps only slightly. We need to de-lime the coffee pot every two to three weeks. The water pressure is poor. Our white laundry is yellowish-tan despite occasional use of bleach. Drops of water leave lime rings. We live on social security and cannot afford a full house water purifying system.

Please do not allow an increase in rate.

Sincerely,
Mark & Karen Morgan
31596 Highline Drive
(White Branch)
Warsaw, Missouri 65355

COPY

Office of the Public Counsel
Water & Sewer Dept.

P.O. Box 2230

Jefferson City, Mo. 65102

I whom it may concern

Reference Case # WR-2010-0025

I whom it may concern

am writing in ref. to the proposed increase in
the water rates. I feel it is too high, especially when
most of the area is 100+ years.

I'm not going into detail, because I know
I know people in the area have told you, things
that are wrong. I do wonder why they're going ahead
when there is an interruption on the line.
The rates at present are even higher than my daughter
pays in Fla.

Sincerely
Shirley Moore
27515 4th Ave
Shell Knob, Mo. 65747

SEP 25 2009

RECEIVED

Customer Comment

Date: 8/25/2009

Facility: Aqua Missouri, Inc.

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

Name: Kathy Murphy

Address: 288 Ironwood Shell Knob, MO

Phone Number: 316-531-2586

Comments: We just got a rate increase last year or the year before. I don't understand why, it doesn't look like they made any improvements or anything. Why are they always filing for a rate increase? A substantial rate increase. I think we have owned the property a little over two years and this is the second rate increase they are asking for.

sb

Netolicky email.txt

From: Brossier, Shylah
Sent: Monday, August 17, 2009 12:28 PM
To: Baker, Christina
Subject: FW: Aqua MO Proposed Rate Increase

From: Rick and Jan [mailto:rjneto8473@ImOnMail.com]
Sent: Monday, August 17, 2009 11:53 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Aqua MO Proposed Rate Increase

Members of the Public Service Commission and Office of the Public Counsel:

I received written notice today of the proposed rate increase for services provided by Aqua Missouri, Inc., and I would like to submit my concerns before action on the proposal is final. The case number is WR-2010-0025.

According to the letter, the reasons for the proposed increase include "investment in water systems including meters, fencing and electrical upgrades, and increased operating expenses and declining revenue over the past two years" (*italics mine*).

While I appreciate the need for a utility company to be profitable and, therefore, viable, I find the company's intention to increase revenues by 45.1 percent exorbitant and untenable. Who hasn't suffered declining revenue over the past two years? Very few individuals or businesses have escaped financial burdens caused by the extended recession, but we have learned to make the best of difficult times by living within our means -- doing with less or doing without. Certainly, Aqua MO has the right to modest increases to maintain service to customers, but the proposed 45.1 percent increase in operating revenues is an affront to those of us who must live on fixed incomes yet consistently pay our bills in full, on time. How do we generate increased income to offset increased expenses?

Currently, our basic monthly rate includes 3,000 gallons of water; my monthly bill is almost always \$27.98. Consider, however, that my husband and I use only about 60 gallons per day on an average month unless we are hosting our extended family. If one were to use the \$.00579/gallon figure charged at present, our actual cost for water over a 31 day period would be \$10.77. One could double that amount for administrative costs, operating expenses and upgrades and the bill would be \$21.54, still nearly \$6.50 less than I am currently charged for most months. Does it seem fair that my bill for an average 60 gallons of water per month would increase from \$27.98 to \$40.60 -- a rate change of \$12.62 -- for a 3,000 gallon allotment I almost never use?

If Aqua MO wants to adjust their rates, maybe they could consider a couple of options. Could consumers who conserve water usage get "rollover" gallons, much like the phone companies allot their customers for unused minutes? Or perhaps Aqua MO could simply employ a "pay

Netolicky email.txt

for what you
use" policy. Institute a basic fee, standard for all residential customers, to
cover administrative costs
and operating expenses without stipulating an allotted number of gallons. Then, like
other utility
companies, have a tiered system of rates for number of gallons used. Either of
these seem to be far
more reasonable than a blanket increase.

Once a rate increase is implemented, I doubt whether it would ever be reversed or
reduced should Aqua
MO enjoy excessive increased revenues. Consumers are struggling; before ruling on
this proposal,
please consider what would be fair for customers and businesses alike.

Respectfully,

Janice F. Netolicky
267 Lake Road
Shell Knob, MO 65747

Norm email.txt

From: Brossier, Shylah
Sent: Tuesday, August 25, 2009 1:11 PM
To: Baker, Christina
Subject: FW: Case WR2010-0025

You having fun with these yet? ;)

From: Norm [mailto:norm@classicnet.net]
Sent: Tuesday, August 25, 2009 12:17 PM
To: DED.mopco; Water/Sewer Dept
Cc: normjwEM; Norm
Subject: Case WR2010-0025

TO:
Public Service Commission
Attn: Water Service Commission
PO Box 360
Jefferson City, MO 65102
Case WR2010-0025
1-800-392-4211
water.sewer@psc.mo.gov
mopco@ded.mo.gov

Hi, I am a concerned white BRanch resident. The recently proposed flat rate of \$50.60 (\$40.48 for part time residents), a 44% increase, overwhelms me! I spend only about 50% of my time at the lake (I have a small place in Boonville MO), am a single retired person living on "SS" and I use very little water. There is no water meter, so you can't tell exactly how much is being used. I tried to tell AQUA when they made the last large increase not too long ago that I am a part time resident, but they would not listen. And, the new part time rate would exceed the old full time rate! (By the way, they mail my bill to my house in Boonville, so they must recognize me as part time resident??)

To make things worse, to get to get rid of the brown residue and make it fit to drink, I double filter my water, and am adding a 2nd inlet filter, making it tripple filtered (inlet = a sediment filter + a high micron drinking water quality filter + an undersink drinking water filter). Even after filtering, I still get a greyish powder residue when boiled. I boil the water and store the boiled/filtered water in the fridge for consumption.

When I bought the house in Jan 2008, I wondered why the former owner had disconnected the water softner system, so I set about to reconnect it. In the process of preparing the system for reinstallation, I found about 2" of mud in the bottom of the salt tank. I stopped the installation, as I am concerned about the inside of the rest of the system (which I can't get to). I complained about the water, but they sent a water quality report that said all is well, so I guessed I had to live with it. (That's when I added the whole house filter system)

Norm email.txt

But this recent proposed water rate hike disturbed me to the point of contesting it.

Even the
OLD rates were excessive, including the part time resident rate! If I have to live
with poor
quality water at a full time flat rate for a part time resident, I have to protest
any further rate
hikes!

If anything, AQUA should be considering:

1. Metering water use to charge for actual usage.
2. Cleaning up the water quality.
3. LOWER the rates, not increase them . (My metered water bill in Boonville is
\$21.00 per
month and I have good reliable water).

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.409 / Virus Database: 270.13.65/2323 - Release

Date: 08/24/09 06:05:00

**COPY
FILE COPY**

**JOHN E. OGLE
23223 Briarcliff Dr.
Shell Knob, Mo. 65747**

September 6.2009

Public Service Commission
Office of Public Counsel
Rep David Sater
Sen. Jack Goodman

Case No. WR-2010-0025

Gentlemen:

Her we go again. This is now the third time this less than Quality Company has put in for a rate increase much of this is not warranted. I was involved with the water system installed at our Senior Center in Shell Knob and by comparison to the cost that this company is saying they spent is grossly inflated. Some one is intentionally cooking the books. We built a much larger system to take of four times as this system and a much larger well. The \$100.000.00 they claim they have spent does not fit this system at all.

They still use two people to read the meter, when one is adequate. Obviously, they are doing whatever to show high cost. I drove up to the well the other day from what is obvious, there is not that much money in that well.

This proposed increase would give them a 255% increase since they acquired the water system. They have not owned this system that long. How you can justify such an increase is nonsense, unless they are paying you under the table with this letter I am asking Sen. Jack Goodman and Rep. David Sater to have the Public

Service Commission investigated for illegal activities. This coincides with feelings of the people who live in this sub-division.

Looking at the cost of putting in our own wells individually, this proposal of increase will make it cost effective to put in our own wells. Then their water usage will even be less. I have checked into the cost and I know of at least others beside myself who will more than likely make such a move if this increase takes place and then water usage will be even less.

John E. Ogle
Lakewood Manor

Phillips email.txt

From: Brossier, Shylah
Sent: Wednesday, September 09, 2009 2:34 PM
To: Baker, Christina
Subject: FW: Aqua Rate Increase
Attachments: lakewood manor water rate protestphillips sept09draft 2.doc

From: Phillips Wally [mailto:PhillipsArthurw@JohnDeere.com]
Sent: Wednesday, September 09, 2009 1:59 PM
To: water.sewer@psc.mo.gov; DED.mopco
Cc: Jody Phillips
Subject: Aqua Rate Increase

Attached is our response to the proposed rate increase of Aqua Missouri, Inc. for the Lakewood Manor subdivision in Shell Knob, MO

Sincerely,

Wally Phillips

*Wally & Jody Phillips
23157 Briarcliff Dr.
Shall Knob, Missouri 65747*

September 9, 2009

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

Re: Request #WR-2010-0025

Dear Water and Sewer Department:

We are writing in response to the request by Aqua Missouri, Inc. to increase our water rates for third time since 2006. With the approval of the current rate increase, Aqua will have raised our water rates over 700% since they purchased the water system in Lakewood Manor. What other private or public business can raise their prices +100% annually?

Aqua's history rate increases and requests are listed below -

- In early 2006 Aqua received a rate increase of 154%;
- In the fall of 2008 Aqua received a rate increase of 103%
- Now in 2009 they are asking for another rate increase of 93%

Furthermore, Aqua has misstated or misrepresented the facts. In the Lakewood Manor customer notice of Aqua's request for a rate increase dated December 20, 2007 it states one of the reasons for the needed increase was "due to the installation of new meters." The Public Service Commission needs to be aware that new meters were not installed until the spring and summer of 2009 two years after reporting that the work had already been done.

A new storage tank was built this last year and Aqua wants to recoup these expenses in 5 years. Most utilities recapture such an investment over many years so as to not create a hardship and unjust rate increases on their customers. Additionally there are other methods of recouping these expenditures such as assessing a hook up fee for new home construction instead of putting the entire burden on the current homeowners.

We understand an audit of Aqua's books and records is currently underway. However, we believe the Public Commission should be just as concerned about the impact on and the rights of the homeowners in Lakewood Manor in regards to approving another unfair rate increase. It appears it was a bad decision on Aqua's behalf to purchase the water utilities in Lakewood Manor because they cannot seem to operate their business without robbing their customers. Please do not reward them again with another outrageous rate increase.

Sincerely,
Wally & Jody Phillips
Lakewood Manor

Customer Comment

Date: 8/28/2009

Facility: Aqua Missouri, Inc.

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

Name: Michael A. Polk

Address: 7670 West Wade Republic, MO 65738

Phone Number: 417-732-1036

Comments: They had an increase that went into effect of October of 2008. At that time they doubled their rates and they were saying that these increases were based on capital improvements. There were never any improvements made and we still deal with water line breaks on our property all of the time. I can't see how they can have declining revenue when they doubled our bills. As far as a metering program, I have no meter. When are they going to put meters in? I just want to pay for what I use. I am tired of paying for everyone else's water. I want to pay for what I use, I am a conservative person and I work hard to conserve, but with the rate increases this doesn't matter anymore. When I travel I don't feel like I should pay for something I am not using. Until they put meters in all houses there shouldn't be any increases.

sb

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: Charles Reams

Address: Branson

Phone Number:

Comments: When someone is laid off Aqua shouldn't replace them. Aqua could save money by billing every 3 months. Aqua could read meters every 3 months. Wonders why they have 6000 gallons/month usage when neighbors only use 3000 gallons/month.

cb

Reinhard email.txt

From: Brossier, Shylah
Sent: Tuesday, September 08, 2009 8:04 AM
To: Baker, Christina
Subject: Fw: Office of the Public Counsel

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

From: Roger Reinhard [mailto:roger072@centurytel.net]
Sent: Friday, September 04, 2009 12:29 PM
To: DED.mopco
Subject: Office of the Public Counsel

This letter is a protest about case#WR-2010-0025 concerning another oppressive rate increase from Aqua MO. Less than a year ago, we received a huge increase. Most of us in the area are retirees, widows, or widowers. Many are part time vacation homes. Most months, we don't even use the minimum, so we are being penalized for not using enough water. I have testified at the past two hearings to no avail.

Our water quality has not improved since Aqua MO bought our supply. There is noticeable chlorine taste, and black rings in the stool if left to sit a few days in unused areas. Our water must be filtered to drink. Recently, all new meters were put in, nothing wrong with the old ones. That was an unnecessary expense.

Here is a quote from a shareholder letter.

"In 2009, Aqua America has received rate awards that should increase annual operating revenues by

\$27.2 million. The company currently has \$9.2 million in rate requests pending and expects to seek

additional rate relief of approximately \$50 million by year-end. The timing and extent to which rate

increases might be granted by the applicable regulatory agencies will vary by state."

Thank you for your consideration to hopefully deny this request.

Sincerely,

Joanne M. Reinhard (Mrs. Roger L. Reinhard)

237 Lakeshore Drive

Shell Knob MO 65747

Shelton email.txt

From: Brossier, Shylah
Sent: Thursday, September 03, 2009 1:28 PM
To: Baker, Christina
Subject: FW: Water rate/Case number WR-2010-0025

From: Jerry & Bonnie Shelton [mailto:j-bshelton@centurytel.net]
Sent: Thursday, September 03, 2009 11:53 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Water rate/Case number WR-2010-0025

Case Number WR-2010-0025 -I can't believe Aqua Missouri is requesting another rate increase when they just got one last October 2008. At that time I had told them of my problem. Someone came out and I gave them a filter that we have for a in house filter system. They come back and said it was just iron. Well, we don't drink the water and buy our drinking water in 5 gallon jugs. At our home owners meeting this year, our President was complaining about the water along with some other residents. I gave them one of our filters. It was just black and looked like grease. She sent in a piece of the filter. Finally someone come by and checked out the filter. He said he was surprised to see how bad it was. They have finally been trying to fix the problem by putting in a new flush valve. Seems like it hadn't been working for some time and the line was full of dirt, so when we use the water it brings some of the settlements down the line. We could put in a new filter and within a day it was black. It is better now, but still has some dirt in it. We thought that the rate increase last year was high, but what they are asking for now is out of line. That is more then you pay in the city. Most of the people down here are retired and on a fixed income. We can not afford this kind of rate for water. What can be more cheaper then water. How much are they going to ask for next year? we may have to go together and drill our own well if this keeps up. In this economy, this amount of rate increase will hurt a lot of people. Please take this into consideration.

Jerry Shelton
321 Hummingbird Lane
Shell Knob, Mo. 65747

Spalinger email2.txt

From: Brossier, Shylah
Sent: Wednesday, September 02, 2009 4:04 PM
To: Baker, Christina
Subject: FW: Inquirey and Response (WR-2010-0025)

From: Jspal@aol.com [mailto:Jspal@aol.com]
Sent: Wednesday, September 02, 2009 3:46 PM
To: custserv@aquaamerica.com
Cc: water.sewer@psc.mo.gov; DED.mopco
Subject: Inquirey and Response (WR-2010-0025)

Aqua Missouri. (WR-2010-0025)

Thank you for the response...altho you did not answer my inquiry to my satisfaction....you seem to just have tried to prove me wrong with out actually answering my questions.

I had company during the time of the bill in May.

There was only one leak and it has been fixed. I have consulted my plumber... following insulation of the meter.

I did not get an invoice for the month of June. What was the reading on the meter that was removed and when was it removed?

Zoa Joanne Spalinger
22924 Farm Road 1260
Shell Knob MO 65747

In a message dated 9/2/2009 1:07:38 P.M. Central Daylight Time, custserv@aquaamerica.com writes:

Thank you for contacting Aqua America

Your meter was installed at "0". You did have a similar bill to this in May. If you feel you are not using the water you may want to check for leaks, specifically in the toilet area. You can put some dye in your toilet tank(s), wait about 15 minutes. If it goes through to the bowl, it is leaking. You generally stay about the same. The meter is doing fine. Keep an eye on your bills and if there are more increases you might want to consult with a plumber. If you have any further questions, please contact us by phone and we will be happy to assist you.

Please do not reply to this email. Replies to this email are directed to an unattended mailbox.

Thank you,

Aqua America, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:

Spalinger email2.txt

Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time 877.WTR.AQUA or 877.987.2782

From: Jspal@aol.com [mailto:Jspal@aol.com]
Sent: Wednesday, September 02, 2009 12:44 PM
To: custserv
Subject: Invoice

Recently new meters were installed without notification...to date I have not received an invoice for June although you did do an automatic payment of \$35.37. There was no possibility of verifying the meter reading nor do I know if the new one was set at zero. Recently an invoice was received for July and the total of this bill shows the new meter at 0 and the amount owed is \$44.12. Now I am the only person in this household and I am out of the home 40+ hours a week. I discovered I had a new meter when I discovered a water leak under my house near the entrance into the crawlspace. It had not leaked there previously. Did the changing of the meter outside cause this leak which I had to have repaired? I will never know.

Please send copy of missing invoice.....thank you.

Zoa Joanne Spalinger
22924 Farm Road 1260
Shell Knob MO 65747

Spalinger email.txt

From: Brossier, Shylah
Sent: Wednesday, September 02, 2009 8:16 AM
To: Baker, Christina
Subject: FW: Case Number WR-2010-0025

From: Jspal@aol.com [mailto:Jspal@aol.com]
Sent: Tuesday, September 01, 2009 10:07 PM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: Case Number WR-2010-0025

Public Service Commission
Counsel
Atten: Water/Sewer Dept
Post Office Box 360
Jefferson City MO 65102
MO
65102

Office of the Public

Atten: Water/Sewer Dept
Post Office Box 2230
Jefferson City

Representative David Sader
MO House of Representatives
201 West Capitol Avenue
Room 200BC
65101

Senator Jack Goodman
State Capitol Building
Room 331A
Jefferson City MO

Jefferson City MO 65101

David.Sater@house.mo.gov
daviddds@centurytel.net

Subject: Case Number WR-2010-0025
Lakewood Manor/Aqua Water Missouri Inc request for rate
increase

Aqua/RU, Inc, a/k/a purchased the well in Lakewood Manor in April of 2004. At that time the Total Monthly Bill (at 5000 gallons usage) was \$15.71 (this is on the notification I received concerning this increase.) On May 17, 2005 they requested a rate increase of 143.25% and you allowed them an increase of Total Monthly Bill (at 5,000 gallons usage) to \$30.35. On December 7, 2008 they requested an increase to Total Monthly Bill (at 5,000 gallons usage) and you granted them an increase of 103.1% or \$61.62.

Now we receive this notice and they are requesting another large increase Total Monthly Bill at (4,000 gallons usage) to a proposed rate of \$102.15. So they have dropped the total gallons usage by 1000 as they ask for another large increase. They are very deceptive in asking in this manner.

After the increase to \$61.62 it was necessary to cut way back on water consumption. Bought a front loading washing machine, do not water the lawn at all except for catching any water I can when I run water and throwing it out on the lawn. Now I find they will just increase the price to make up for the water I do not use.

I would also like to know why they feel it is necessary to charge Lakewood Manor so much more than they do other areas..

Please give this matter careful consideration, be fair and honest in your decisions.

Spalinger email.txt

Recently new meters were installed without notification....to date I have not received an invoice for June although they did do an automatic payment of \$35.37. There was no possibility of verifying the meter reading nor do I know if the new one was set at zero. Recently an invoice was received for July and the total of this bill shows the new meter at 0 and the amount owed is \$44.12. Now I am the only person in this household and I am out of the home 40+ hours a week. I discovered I had a new meter when I discovered a water leak under my house near the entrance into the crawlspace. It had not leaked there previously. Did the changing of the meter outside cause this leak which I had to have repaired? I will never know.

Zoa Joanne Spalinger
22924 Farm Road 1260
Shell Knob MO 65747
417-234-6579
Joanne

COPY

Date: 9-2-09

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: Aqua, ^{or} 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: I am on a fixed income. SS only. This does
not go up like you are implying. When will this
stop! The city has sewer & trash included in their
water bill. Can't you talk to the city, if they
are raising their prices. Thank you. P.S The water is
I feel the prices are too high now. even good to drink,

Sincerely,

Theresa Loyle
address
1555 Lakeland Drive
Ozark, Mo 65721

SEP 08 2009

COPY

Date: 9-1-09

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: 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: I am a senior, Living on a fixed income, I cant afford every thing now, without water Bill going up.

“I feel the prices are too high now.”

Sincerely,

Cliff Branson
1405 No. 17st.
Ozark, Mo. 65721

address

COPY

Date: Sept. 1, 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: 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:

I feel the prices are too high now.

Sincerely, Brenda Mitchell
417-581-7789

address
1411 N. 17th St.
Ozark, MO. 65721

SEP 08 2009

COPY

Date: 9-1-09

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

Case no. WR-2010-0025

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: I use very little water now.

I will not be responsible or pay for
your declining revenue.

I feel the prices are too high now.

Sincerely,

Jan Berlekamp

140 S W. Lateland Dr. Ozark, MO 65721
address

SEP 14 2009

COPY

Date: 9-1-09

CASE # WR - 2010 - 0025

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: 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: A thirty percent increzze for any product or service is excessive, and outrageous, especially in today's economy. It shouldn't be up to us to make-up for any mis-menagement, resulting in revenue shortfalls.

I feel the prices are too high now.

Sincerely, Atlas Craig

1405 W. Lakeland Dr.
Ozark, MO 65721

address

COPY

Date: 9-3-09

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: *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: All Aqua Dose is by water from the city,
water, and sell it to us for 4 or 5 times the amount, they do
not upgrade, all they do is read the meter on

I feel the prices are too high now.

Sincerely, *Billy F Harrison*

2325 N 145th OZARK, MO. 65221
address

COPY

Date: Sept. 2, 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: 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: When we live on fixed incomes because of
disabilities & Medicare/Medicaid, it is very hard to keep
ahead to pay for food and the hygiene essentials. A 10.00
fine for late payments is a terrible penalty for being
late. We aren't even offered fluoride for our children's teeth.

I feel the prices are too high now.

Sincerely,

Diann Hinkley
1604 N. 16th Street
Ozark, MO 65721

address

SEP 08 2009

COPY

Date: 9/1/09

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: 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 there is no fire hydrants. Some of
the lines are old and are not big enough for a
fire hydrant. This will be our 3rd increase in less than
2 years. With no up grades
I feel the prices are too high now.

Sincerely,

Dany C. Mason
Mason

1525 W. Lakeland Dr.
address

SEP 08 2009

COPY

Date:

Sept 3 - 09

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:

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:

*No need for Price increase, as the
charge for water is too high now.*

I feel the prices are too high now.

Sincerely,

Lester D. King



Mr Lester King
1748 N 14th St
Ozark MO 65721

SEP 08 2009

COPY

Date: 9-2-09

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: *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: We have enough stuff that is rising, along with Everything else, we can't afford the Water, Just as we have the right to say no, then we should have the right not to let them Raise the rate.

I feel the prices are too high now.

James
Sincerely,

*1603 N. 16th St
Ozark Mo 65721.
address*

COPY

Date:

9/6/9

Office of Public Counsel

Attn: Water/Sewer Dept.

P.O. Box 2230

Jefferson City, MO 65102

1-866-922-2959

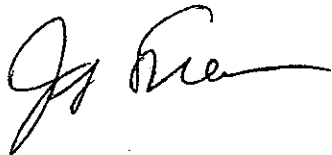
To Whom It May Concern: ^{of} Aqua, MO

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: With the economy in the condition it is in any rate increase is ~~of~~ Just wrong!!!

I feel the prices are too high now.

Sincerely,



1720 Clearwater Overlook mo 65721
address

COPY

Date: 09-01-09

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

To Whom It May Concern: ^{of} Aqua, 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: THE INCREASE OF WATER RATES OVER THE
LAST TWO YEARS HAVE NOT BENEFITED US IN ANY NEW LINES
OR BETTER PRESSURE. RATES IN 08 WERE 19.24. IN 09-29.53. IF
YOU USE 2000 GAL. ONE MONTH, YOU'VE CHARGED FOR THE SAME
AMOUNT FOR MONTHS WHETHER YOU USE THAT MUCH AGAIN OR NOT.

I feel the prices are too high now.

Sincerely,

YOUR BILL IS THE HIGH PRICE FOR
WATER YOU DIDN'T USE. I DON'T
THINK WE SHOULD PAY FOR UP-GRADLES
TO SYSTEMS OUT OF OZARK OR
MISSOURI.

DARRELL T. MARTIN
address
PO Box 534
OZARK, MO 65721

COPY

Date: September 1, 2009

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

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 too high.

Comments:

I feel the prices are too high now.

Sincerely,

Mrs. Glen Walter

1703 Valley Dr.
address *Ozark, Mo. 65721*

SEP 08 2009

COPY

Date:

9/3/09

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: 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: I feel the 20,000 gallon
minimum is ridiculous too high in
the first place and any rate hike
cannot be tolerated

I feel the prices are too high now.

Sincerely, Rick Houston

1402 N. 16th street OZARK MO 65721
address

SEP 08 2009

COPY

Date: 9-1-09

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: 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: They Just got a big INCREASE not long ago
US on A fix INCOME means we have to cut other Thing
Like Meds Food, Or appt.

I feel the prices are too high now.

Sincerely, Tom Shane

THOMAS SHANE
1770 N. 17th ST.
address OZARK MO, 65721

COPY

Date: 9-2-09

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: 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:

too High ALREADY

I feel the prices are too high now.

Sincerely,

Steven W Gilliam

1602 N 16th St Ozark, MO
address

COPY

Date: 09-03-09

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

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:

We have 2 Special Needs Children, my husband
works hard to keep us afloat now. please
help us, all, you are our voice.

(I feel the prices are too high now.) Thank you

Sincerely, Michelle Gillam

Michelle Gillam
1602 N. 16th St
OSARK, MO 65721
address

COPY

Date: Sept 3-09

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: 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: My Wife and I are on a fixed income
Aqua wants to raise rates, Centertel wants to
raise rates where is are 55. raise. I have been
in a wheel chair for the last 10 yrs.

I feel the prices are too high now.

Sincerely,

Ronald R. Snow

address

Ronald R. Snow
2035 W. 14th St.
02 ARK, MO. 65721

SEP 08 2009

COPY

Date: Sept 3-09

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

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 too high.

Comments: My Husband and I are on a fixed income
Aquac wants to raise rates, Centurytel wants to
raise Rates, when is are S.S. raise

Mary Jane Snow

I feel the prices are too high now.

Sincerely,

Mary Jane Snow

address
Ronald & Mary Snow
2035 N. 14th St.
OSARK, MO. 65721

SEP 08 2009

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: Kim Tate

Address: Shell Knob

Phone Number: 417-858-0101

Comments: Went to last meeting, and won't go to another since it makes no difference. The commission had already decided. Someone lined their pockets. Aqua is unhelpful and can't understand why they would get an increase. They only shower every other day. Because of the increase, they don't use much water and are worried how much it will cost.

cb

Timmons email.txt

From: Brossier, Shylah
Sent: Tuesday, August 18, 2009 8:33 AM
To: Baker, Christina
Subject: FW: Case#WR_2010-0025

From: cool026@comcast.net [mailto:cool026@comcast.net]
Sent: Monday, August 17, 2009 10:10 PM
To: DED.mopco
Subject: Case#WR_2010-0025

RE: Case#WR-2010-0025

This is a vacation home. It was established in August of 1969. There was no charge for water until the '80's. Being a vacation home, we rarely use a 1000 gallons a billing period. In fact, we have not used 1000 gallons since October 2008. Increasing the base to 3000 gallons and increasing the rate by 31% is unacceptable. There were only 4 times since October 2007 that we used 1000 gallons. Could there be another category for vacation homes?? We are on a fixed income and this increase is not justifiable. Our permanent residential house water bill and sewer bill in Jackson County Missouri runs around \$50.00 a month - paying \$40.60 base rate for barely using any water is outrageous.

Lynne Timmons
Property @ TM East Lot 159 Shell Knob, MO 64029
Mailing Address:
Lynne Timmons
P.O. Box 146
Grain Valley, MO 64029

August 19, 2009

Office of the Public Counsel

P.O. Box 2230

Jefferson City, MO. 65102

FILE COPY

Attn: Water/Sewer Dept.

Dear Sir:

This letter is relative to the request (August 2009) of Aqua Missouri, Inc. for permanent increases in its current water rates for Lakewood Manor (Shell Knob, MO.) (Request #WR-2010-0025). I'm fully aware that this request for increases in water rates by this company is not necessarily automatically approved or disapproved by the Public Service Commission and the Office of the Public Counsel. Only after your professional and thorough evaluation of their request will a recommendation for approval or disapproval be submitted. The residents of Lakewood Manor rely upon your expertise on this matter.

I am strongly opposed to any further increases in water rates. In 2005 and 2007 respectively this company requested and received increases in excess of 130.32% and 207% for water rates at Lakewood. The proposed changes in the company's customer rates whereby all customers regardless of their service area location will pay the same

rates for services received, is a bad policy. The cost of a commodity and/or service is driven by what the market in a specific region can sustain. Barry County (location of Lakewood Manor) is one of the most economically depressed regions in Missouri.

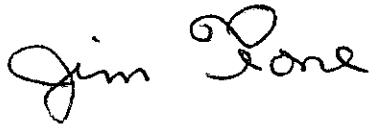
The water usage in Lakewood Manor is represented by a very heterogeneous group of residents. Some are full-time and many are seasonal. There are 35 households at Lakewood Manor and 11 of these are seasonal residents. With the exception of one full-time household, the remainder of full-time customers only has a maximum of two people per residence and 5 of those only have one person per household. Seasonal residents only use a minimal amount of water (for example, 1000 gallons per month) for six to eight months and zero usage for four to six months. Obviously less utilization of water by seasonal residents should result in lower operational costs for Aqua MO.

The average monthly usage for a one year period is approximately 1000 gallons monthly for a seasonal resident. This represents approximately an average total of 8000 gallons per year for a seasonal resident.

Seasonal residents would not occupy their residence for an average of 4 months each year. Obviously no water usage would occur.

It can be easily explained for their declining revenue over the past two years. Several homes are presently for sale and have been on the market for at least two years. Full-time and seasonal residents have decreased their water consumption. Many full-time residents are retired and a senior citizen cannot absorb this price gouging that has occurred.

Sincerely yours,

A handwritten signature in cursive script that reads "Jim Tone". The signature is written in dark ink and is positioned above the printed name.

Jim Tone

21535 N. 2600 E. Road

Lexington, IL. 61753

AQUA knows you all will
gave them part of their request
and in a year ~~or~~ ^{or} Two They will
put in a new request.

It will not be long before it will
pay to put in a well. ~~Then~~ ^{we}

This water is bad.

Ordon O. Tummmons
361 Goldfinch Ln.
Shell Knob Mo
65744

417 858 1259

walker_email.txt

From: Brossier, Shylah
Sent: Thursday, September 03, 2009 10:01 AM
To: Baker, Christina
Subject: FW: WR-2010-0025 Aqua Mo rate increase

From: John walker [mailto:jode12@hotmail.com]
Sent: Thursday, September 03, 2009 10:00 AM
To: DED.mopco
Subject: FW: WR-2010-0025 Aqua Mo rate increase

From: jode12@hotmail.com
To: water.sewer@psc.mo.gov; mopcp@ded.mo.gov; daviddds@centurytel.net
Subject: WR-2010-0025 Aqua Mo rate increase
Date: Thu, 3 Sep 2009 09:16:58 -0500

LAKEWOOD MANOR RATE INCREASE CASE #WR-2010-0025

Aqua MO purchased the well in Lakewood Manor, Shell Knob, MO in May of 2004. Since then we have had 3 rate increases, now paying \$35.37 for 2000 gallons. And here is another request for almost double what we pay now. The amount they want to charge seems exorbitant to us, especially compared to what others in our area are paying.

We thought the increase they received last year (2008) was to go for the necessary improvements. Now they say they need to be repay their expenses for the storage tank in 5-7 years. Isn't it the usual practice to amortize such expenses over 20-30 years?

Because of the very large increases already levied, many of our full-time neighbors are drastically conserving water, one drilled their own well, and several others are contemplating their own well. All this just means more declining revenue for Aqua MO - so we fear yearly major rate increases.

One more point - the notice of increase request was received by us 10 days after the date on the letter, thereby cutting off a third of our time for response.

We are extremely frustrated and feel taken advantage of and urge you to decline any rate increase for Aqua MO in Lakewood Manor.

Thank you for your time,

John and Debby walker
23089 Briarcliff Dr
Shell Knob, MO 65747

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

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

Welch email.txt

From: Brossier, Shylah
Sent: Monday, August 31, 2009 8:24 AM
To: Baker, Christina
Subject: FW: SR-2010-0026

From: Melissa Seifert [mailto:mas2buffet@hotmail.com]
Sent: Sunday, August 30, 2009 8:00 PM
To: DED.mopco
Subject: SR-2010-0026

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

I am an Aqua Missouri costumer 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 costumers.

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 costumer, 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

Customer Comment

Date:

Facility: Aqua Missouri, Inc.

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

Name: Joyce White

Address: 343 Echo Street Shell Knob 65747

Phone Number: 417-858-6112

Comments: They just received a raise last year in September of 2008 and now they are asking for another raise. My bill is 27.98 for 3000 gallons and now they are wanting to raise that to 40.96 and this is getting ridiculous. Every year they want a raise and they don't do anything. They finally put in some new meters this year because they knew they were going to ask for a raise. I think it is ridiculous that they feel like they need a raise every year. I am widow on fixed income and I don't get a raise every year. Last year they were billing us every 29 days and now they are billing every 34 days and this is because they are trying to get you to go over the limit so they can charge overages.

sb

wilhelm_email.txt

From: Brossier, Shylah
Sent: Thursday, September 10, 2009 2:36 PM
To: Baker, Christina
Subject: FW: Aqua Missouri rate increase

From: Dave Wilhelm [mailto:davidpw@centurytel.net]
Sent: Thursday, September 10, 2009 2:21 PM
To: DED.mopco
Cc: water.sewer@psc.mo.gov
Subject: Aqua Missouri rate increase

David P Wilhelm
324 Lake Rd
Shell Knob MO 65747

I live in Tomahawk Heights Subdivision and I am writing this letter to protest the proposed rate hike by Aqua MO for my water service. Prior to Nov 2006 I was paying monthly a minimum of 14.11 and \$2.92 for each additional 1000 gals used over the first 3000 gals. The company had installed a new tank and they protested that the rates were not high enough to cover their investment in the new equipment (pumps, storage tanks, etc). They were granted a 45% raise in rates to a minimum of \$20.48 and \$4.24 for each additional 1000 gals. This was a substantial raise considering at the time 3% was the norm for increase in expense and salaries. Two years later in 2008 they received another raise to a minimum of \$27.98 for the first 3000 gals and \$5.79 for each additional 1000 gals. This raise was to cover the expense of the equipment they installed prior to the 2006 raise.

Now they are seeking another raise to \$40.60 to cover the equipment and operating budget. This is a 288% increase in a span of 3 years. They are just providing water and they aren't providing expensive sewer equipment and the price of water is not like oil. They are not buying the water they are just pumping it and distributing it. The raise is exorbitant and arrogant. The public depends on your Agency to protect them and if you give any credence to this rate increase request and I hope you don't, I think you should at least require that local hearings be held.

wilkinson email.txt

From: Brossier, Shylah
Sent: Wednesday, September 09, 2009 9:50 AM
To: Baker, Christina
Subject: FW: aqua missouri letter of protest for rate increase
Attachments: lakewood manor water rate protest sept09final.doc

From: Wendell and Lynda [mailto:wwilkinson1@cox.net]
Sent: Wednesday, September 09, 2009 9:46 AM
To: water.sewer@psc.mo.gov; DED.mopco
Subject: aqua missouri letter of protest for rate increase

Dear Commission and Office of the Public Counsel
Attached you will find a letter outlining our concerns regarding the rate increase request for Aqua in Lakewood Manor in Shell Knob, Missouri.

Lynda Wilkinson
wwilkinson1@cox.net
620-231-0978
620-249-1691

*Wendell and Lynda Wilkinson
P O Box 68
22993 Windsor Lane
Shell Knob, Missouri 65747*

September 9, 2009

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

Re: Request #WR-2010-0025

Dear Water and Sewer Department:

We are writing in response to the request by Aqua Missouri, Inc. to increase our water rates for third time since 2006. Here's the history

- In early 2006 Aqua received a rate increase of 154%;
- In the fall of 2008 Aqua received a rate increase of 103% and
- Now in 2009 they are asking for another rate increase of 93%

This is 350% increase in three years. Our minimum water bill has gone from \$9.02 to a proposed \$68.33 a month since Aqua purchased the water utilities in Lakewood Manor in 2005. We are not aware of another public or private business that has the ability to continually increase their prices at these outrageous rates.

In the Lakewood Manor customer notice of Aqua's request for a rate increase dated December 20, 2007 it states one of the reasons for the needed increase was "due to the installation of new meters." The Public Service Commission needs to be aware that new meters were not installed until the spring and summer of 2009 two years after reporting that the work had already been done.

A new storage tank was built this last year and Aqua wants to recoup these expenses in 5 years. Most utilities recapture such an investment over many years so as to not create a hardship and unjust rate increases on their customers. Additionally there are other methods of recouping these expenditures such as assessing a hook up fee for new home construction instead of putting the entire burden on the current homeowners.

We understand an audit of Aqua's books and records is currently underway. However, we believe the Public Commission should be just as concerned about the impact on and the rights of the homeowners in Lakewood Manor in regards to approving another unfair rate increase. It appears it was a bad decision on Aqua's behalf to purchase the water utilities in Lakewood Manor because they cannot seem to operate their business without robbing their customers. Please do not reward them again with another outrageous rate increase.

Sincerely,
Wendell and Lynda Wilkinson
Lakewood Manor

COPY

Lewis Williams
27561 Farm Road 2240
Shell Knob, Mo 65747
417 858 0290

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

To Whom It May Concern:

Reference Case # WR-2010-0025

Aqua Missouri bought this water company and saw an opportunity to raise the revenue without a significant system update!

Nowhere is their service phone number in the local phone book to reach any person in case service is required; ie a line break, a minor inconvenience.

When a line interruption occurs there is no boil order put in place. If mud enters the line it is merely sold to the customer as is with no notice. In instances of dead end lines it may all go through one meter.

New meters were installed to sell every gallon of water at a grossly inflated rate which has had regular rate increases; some vaguely disguised as "normal one time service fees".

Most water services rates are billed at \$100. per year in this local area.

There is an attitude of arrogant condescension on the part of ownership and or management towards water customers. Who is going to come to our aid afterall?

Nowhere is there any filtration system to remove impurities in the water. Water filters are CONSTANTLY contaminated after as little as one week and the flow through the filter is substantially reduced. There are visible "floaties" in a glass of water which is left set to settle. Chlorine is frequently so strong that it burns your eyes!!.

There are at least annual notices of proposed rate increases. It is a well known fact that most water users in this area are non-resident vacationers. Most of these people find it disparaging to have to make special trips to attend meetings that were given little notice and notice delivered late for a meeting with a controlled agenda in a facility that is sorely inadequate for the crowd which is present for expressing negative views.

Aqua Missouri has representatives with legal backgrounds taking minutes for the expressed purpose of intimidating those with negative views.

Who would have thought the increase in rates would cause a decline in revenue?

Who would have thought that the commission who is to

oversee our rights would allow this annual harassment of our interest? Is this tactic not obvious to all of you?

When can we expect to see a significant improvement in the quality of our water? When will we see someone from from your commission at the scene to verify the above noted issues?

Are you aware that many people in this area do not drink this water for what we consider to be good cause?

When can I expect a reply to the above issues so that I can know that you gave them due consideration?

Lewis Williams
27561 Farm Road 2240
Shell Knob, MO 65747
417 858 0290

cc: biff
Lewis Williams

oversee our rights would allow this annual harassment of our interest? Is this tactic not obvious to all of you?

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Are you aware that many people in this area do not drink this water for what we consider to be good cause?

When can I expect a reply to the above issues so that I can know that you gave them due consideration?

Lewis Williams
27561 Farm Road 2240
Shell Knob, M) 65747
417 858 0290

*Cordially,
Lewis Williams*

COPY

8/31/09

Dear Sir,

I am writing to inform you
that I am against a rate
increase for Aqua Water.

They have done nothing new for
me in the last year to deserve
a raise. In these hard economic
times you must give us taxpayers
a break, we didn't get
any raises and yet they are
asking for a 29.2% raise. Do
not approve this.

Mary Williams

SEP 03 2009

RECEIVED

SEP 09 2009

Records
Public Service Commission

8/31/09

Dear Sir,

In these hard economic times I have a hard time seeing how you could justify a rate increase for Aqua Water. I got no raise this year and yet they are wanting a 29.2% raise. Do not allow this to happen or you should change your name from Public Service Commission to public screwing Commission.

Mary Williams

RECEIVED

SEP 02 2009

UTILITY OPERATIONS
DIVISION

Mary Williams
2507 Lakewood Rd.
Jefferson, MO 65109

MID-MISSOURI PSD
MO 652 1:1
01 SEP 2009 PM



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

65102+0360



STAFF'S INVESTIGATION

RESULTS

WR 2010-0025

| <u>Last Name</u> | <u>First Name</u> | <u>System</u> | <u>Comments:</u> |
|------------------|-------------------|--------------------------|--|
| Bester | Ken | Rankin Acres | Mr. Bester wondered why main hasn't been replaced after multiple breaks. Says Aqua has told him for years that they would replace the main but they keep patching. Thought tank was to be painted and mains to be replaced in last rate case - neither has been done. Water is dirty. Also claims low pressure. I found 40psi on his system while I was there. Mr. Bester wondering when meters will be installed. A meter was set across the street and it is about a foot above the ground. |
| Groblebe | Carole | Rankin Acres | Ms. Groblebe claims low water pressure. At the outside faucet I tested 25psi. When she turned her kitchen sink on it went down to 20psi. A few houses up the street I tested 40psi. Ms. Groblebe concerned why she is paying the same monthly rate for usage as someone who has a large family or a swimming pool they fill up. Wondering when meters would be installed. |
| Doolin | Karen | Shell Knob | Ms. Doolin claims they only periodically read her meter. Meter reader in this area says he hasn't missed a read yet. |
| Miao | Laura | Riverside Est. | Ms. Miao stated that she has calcium in her water. Did not have an address to go verify. |
| Ralph | Nancy | White Branch | Claims water is dirty and yellow and has rocks in it. I have not been to White Branch yet. |
| Reinard | Joanne | Ozark Mountain #3 | Water has chlorine odor and taste. Ms. Reinard made the comment that some of the people in the neighborhood have died of bladder cancer and chlorine can be a contributing factor. There is a black "greasy" ring in the toilet. Rates have gone from \$7 to \$40 in 17 years. |
| Shelton | Jerry | Ozark Mountain #3 | Mr. Shelton has had problems with iron in the water. Has filters that look black. Aqua has installed a flush valve on the line and the problem has gotten better but not gone away. |
| Spalinger | Joanne | Lakewood Manor | Has had 2 leaks in piping since meter change out. She wonders if first leak was due to meter change out and if second leak was due to high pressure on lines. Says pressure is too high. Does not always get her bills. |
| Tate | Kim | Lakewood Manor | Mrs. Tate says pressure is too high. When I tested it here (next door to Mrs. Spalinger) I recorded 45psi. The Tates said it is usually much higher than that. Mr. Tate thinks they have purposely increased the pressure to damage the mains to justify replacing them. Looking into installing their own well. With proposed rates the payout would be 8 years and could be less if rates continue to go up. Usage went up by 1,000 gallons in July when meter was installed and has only been 2,000 gallons all other months. Customers wonder if meters were set at zero or if they record a full 1,000 before they turn to next 1,000. Mr. Tate says meter was installed towards the end of July and showed a lot of usage - and they were gone the 7 days that the new meter was in use. |
| Unlisted | Norm | White Branch | Dirty water. He triple filters and still has gray powdery substance in pots after boiling. Has mud in the bottom of his water softener tank. I have not been to White Branch. |

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 un listed telephone # or no land line service. |
| P201001594 | David Pleues | Unable to contact. Did not provide contact information. Apparently has un listed 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. |