

**Missouri Public Service Commission
Public Comments Report
Cannon Home Association, Inc.
SR-2009-0144**

Total of 12 unique comments received

Date : 12/3/2008

Comment Type	First Name	Last Name	City	State	Public Comments	Staff	Resolution
P200900314	Dennis	Gregory	Perry	MO	(cld) I think the 30% increase is quite a high increase. They want to go from the current 1000 to 2000 gal. I don't even use 1000 gallons. There ought to be some fair way of justifying the amount of water people use so that the increase does not got up this much.	JMR	Letter sent November 19, 2008.
P200900313	Gary	Jacquin	Perry	MO	The sewer system in question recently changed ownership. The current owners knew that the majority of lot owners in Lick Creek subdivision only use their property during the summer lake season (Mark Twain Lake). So while I understand the potential need to raise the rate per gallon of water, I protest increasing	JMR	Letter sent November 19, 2008.
P200900318	Marilyn	Martin	Perry	MO	I see no need at this time for a rate increase. i only use the sewer 7 months out of the year and i am forced to pay for sewer and water when the house is vacant, year round.. i feel a rate increase will put a burden on us because we have to pay the same for water as we do sewer, which to being with i don`t understand. this means when the water company raises there rates, andbelieve me i know they will we will once again have to pay more for the sewer bill. Please take this into consideratio	JMR	Replied via e-mail on November 20, 2008.

P200900325	GORDON	PITTS	SIOUX FALLS	SD	WE ARE RECREATIONAL, LAND OWNERS (mostly weekends) May thru Oct. OUR WATER USAGE IS MINIMUM THRU CANNON DAM WATER CO. AND DON'T FEEL WE SHOULD HAVE TO PAY EXTRA ON SEWER, THERE ARE 57 LOTS IN LICK CREEK EST. NOT ALL LOTS ARE SOLDED AND ONLY ABOUT 5 LIVE THERE YEAR AROUND. WE DON'T FEEL WE SHOULD HAVE TO PAY THIS INCREASE FOR SEWER, ADDITIONALLY THE MONTHS WE DO NOT USE ANY WATER OR SEWER WE ARE CHARGED A BASIC FEE OF \$20. A MO. FOR WATER & \$ 20. FOR SEWER AND WE DON'T EVEN USE IT. THANKS GORDON	JMR	Letter sent December 3, 2008.
Letter	Terry D.	Bond	Arnold	MO	See attached.	JMR	Letter sent November 19, 2008.
E-mail	John & Shelia	Clark	Lot 27		See attached.	JMR	Replied via e-mail on October 30, 2008.
Letter	John S.	Crosby	Maryland Heights	MO	See attached.	JMR	Letter sent November 19, 2008.
E-mail	Bill & Barbara	Lancaster	Perry	MO	See attached.	JMR	Replied via e-mail on October 30, 2008.
Letter	Jim & Dianne	McPeak	Hazelwood	MO	See attached.	JMR	Letter sent November 19, 2008.
Letter	Kevin & Sandra	Stelzer	St. Charles	MO	See attached.	JMR	Letter sent November 19, 2008.
E-mail	Debbie & Howard	Thompson	Lot 16		See attached.	JMR	Replied via e-mail on October 30, 2008.
E-mail	Lana & Ken	Vierdag	Lots 45 & 46		See attached.	JMR	Replied via e-mail on November 13, 2008.

This is unfair my husband + I are part-time weekend summer residents. There is many times (weeks - months) that we are not there But we still are charge \$22.00 for no usage (Whats right with this???) Plus when we are there many times we wash our boats, cars trucks carports our trailer House or our grandkids might fill a small swimming pool up. (This water never goes thru the sewer system Again how is this fair???)

We can not + Afford this + many of our summer time Friend are in the same (boat.) There must be another way for the part-time summer residents

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NOV 10 2008

UTILITY OPERATIONS
DIVISION

Thank you
Terry + Rita Bond

Russo, Jim

From: Clark, John [John.Clark@dcma.mil]
Sent: Wednesday, October 29, 2008 7:30 AM
To: Water.Sewer
Subject: Rate Increase

Cannon Water Co.

I am responding in regards to the sewer rate increase. I believe that the rate increase is not warranted because our sewer is the same as our water bill every month. If this increase goes up now, and the water rates goes up, as they say they will in the near future, this will mean we are paying DOUBLE increase for the sewer service. At this time, again, we believe this increase is NOT warranted!

Thank You,

Mr. Mrs. John & Shelia Clark

Pleasant Cove, Lot 27

Perry, Mo.

10/30/2008

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

Nov. 1, 2008

Re: Case Number
SR2009-0144

Dear Sirs:

The purpose of this letter is to comment and protest on the proposed rate increase being requested by the Cannon Home Assn. As an owner of a seasonal use mobile home, the following sets out the facts as they pertain to me.

- 1) We use this property (and water services) only 7 months per year, part time, yet pay the minimum for 12 months.
- 2) In the six years of ownership, we have never exceeded the 1000 gallon minimum.
- 3) The \$8.00 increase for an additional 1000 gallons seems excessive, 57% by my calculations. (For something I don't need).
- 4) I believe records would reveal that there are numerous seasonal owners who would be unfairly affected by this increase.

If in fact there is justification for this increase, I believe it should be born by the property owners who are full time residents using more than 1000 gallons per month.

Hopefully the Commission will see that the extra 1000 gallons does not justify such a large increase, or any increase at all.

Thank you for considering my comments.

John S. Crosby



8 Grand Circle Dr.
Maryland Heights, Mo. 63043

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NOV 04 2008

UTILITY OPERATIONS
DIVISION

Russo, Jim

From: Barbara Lancaster [hobogirl@centurytel.net]
Sent: Wednesday, October 29, 2008 9:34 AM
To: Water.Sewer
Subject: Rate Increase on Sewer

We are responding in regards to the rate increase by the Cannon Home Association for the sewer rate increase. We believe that this rate increase is not warranted because our sewer is the same as our water bill every month. If this increase goes up now, and the water rates should go up (as they say they will in the near future), this will mean we are paying a DOUBLE increase for our sewer services. At this time, again, we believe this increase is NOT warranted.

Thank You.

Bill and Barbara Lancaster
22355 Dogwood Estates Loop
Perry, Mo 63462

10/30/2008

10/28/08

Mo. Public Service Commission

This note is in reference
to case # SR 2009-0144.

The increase submitted by the
Cannon Home Assoc. (company) is
way to high.

Please don't allow this to
happen or at least a much lower
amount of increase. Like 10%, they
want 30%!

Thank you
Customer

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NOV 04 2008

UTILITY OPERATIONS
DIVISION

Kevin W. and Sandra L. Stelzer
3034 Timberwood Drive
St. Charles, Missouri 63303-6519
Tel/Fax 636-922-9672
ksss@att.net

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NOV 17 2008

UTILITY OPERATIONS
DIVISION

November 13, 2008

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

Re: Case Number SR-2009-0144

Dear Sir,

We are writing with comments regarding the Cannon Home Association's request to increase residential customer sewer rates. As the owner of Lot 19, Lick Creek Estates, it is mandatory according to the subdivision covenants, to use the Cannon Home Association's sewer services.

Having little knowledge of Cannon Home Association's set up and customer base, these comments are being made only from our (the customer's) perspective.

There are 71 lots in Lick Creek Estates. Of these 71 lots, 44 are sold. Of the 44 sold, 21 of the lots are being used, thus it is assumed that those 21 are tapped into the sewer system owned by Cannon Home Association. Of these 21, only three are full-time residents. The other 18 customers are seasonal only, and not just seasonal, but could be called 'seasonal weekenders.' With Lick Creek Estates being located adjacent to Mark Twain Lake, the seasonal weekenders are those who have either a camper with a pad, a polebarn or a modular type of home on their lot and use it for recreational purposes only.

Cannon Home Association's proposal of a larger allowance of gallons (from 1000 gallons to 2000 gallons) for the monthly minimum is not a favorable thing to us as a 'weekender' customer as we have never reached the 1000-gallon minimum in any one month. Cannon Home Association is currently receiving the \$15 monthly minimum charge year-round from the seasonal weekender lot owners, most of whom 'winterize' their building/camper and do not use the services in the winter months (yet continue to pay the monthly minimum charge, while putting nothing into the sewer system during those times).

Another thing to be considered is during the times when customers use water for plants, gardens, grass, etc., they are charged for sewer services on this water even though none of it ever enters the sewer system, as the billing for the sewer is charged by the amount of water that passes through the water meter.


The only thing we have to compare the services and fees from Cannon Home Association to is the sewer company who services our primary residence in St. Charles County, Missouri. At our primary residence, Duckett Creek Sanitary District charges us a flat \$15 per month, inclusive. The rate does not change with the amount of usage.

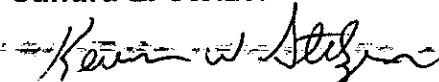
Another thought that comes to mind and the facts cannot be avoided, is that in 2008 Missouri has had an exceptionally wet year, making the amount of recreational business in the Mark Twain Lake area decreased, which we have heard rumor of it being a 30% decrease. It is a thought that possibly this has influenced the decision of Cannon Home Association to request this rate hike as the livelihood of the owner is a resort adjacent to Mark Twain Lake which the lake flooded several times during the summer season and was even closed to recreational use for the first time ever.

Due to all of the above, from our customer point of view, we feel that the 57% increase in the monthly minimum sewer rate is excessive.

Your consideration of the points made from our perspective will be appreciated.

Sincerely,


Sandra L. Stelzer


Kevin W. Stelzer

Russo, Jim

From: Deb Thompson [wthompson003@centurytel.net]
Sent: Tuesday, October 28, 2008 3:24 PM
To: Water.Sewer
Subject: RE: Cannon Home Association Rate Increase

We are responding in regards to the rate increase by the Cannon Home Association for the sewer rate increase. We believe that this rate increase is not warranted because our sewer is the same as our water bill every month. If this increase goes up now, and the water rates should go up, this will mean we are paying a double increase for our sewer services. At this time, again, we believe this increase is NOT warranted.

Thank You.

Debbie & Howard Thompson
Pleasant Cove, Lot 16
Perry, MO.

10/30/2008

Russo, Jim

From: Lana Vierdag [vierdag@att.net]
Sent: Monday, November 10, 2008 3:01 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: SR-2009-0144

To Whom It May Concern:

This concerns the proposal to increase the rates for sewer service. Since we are weekend owners (11 years) and hardly ever use the minimum 1,000 gallons, it would be an expensive increase for us. I would hope that you could come up with an alternative plan for people like us. Maybe you could have a system like the water company that lets us discontinue the service during the winter months, December through March, and pay a \$25.00 fee when we continue our service.

I hope that you can see where this proposal is not in our best interest and a sizeable increase in charges with very little benefit.

Thank you,

Lana and Ken Vierdag
Mark Twain Lake Estates
Lot #45 & 46

11/13/2008