## BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of Aqua Missouri, Inc.'s	)	
Request for an Increase in Rates for	)	
Water service Pursuant to the	)	Case No. WR-2008-0266
Commission's Small Company Rate	)	
Increase Procedure	)	Case No. SR -2008-0267
In the Matter of Aqua Missouri, Inc.'s	)	
Request for an Increase in Rates for	)	Case No. SR-2008-0268
Sewer Service Pursuant to the	)	
Commission's Small Company Rate	)	Case No. WR-2008-0269
Increase Procedure	)	

# Aqua Missouri Rate Case Follow Up

**COMES NOW** Aqua Missouri, Inc., in compliance with the Commission's Order in this case dated August 28, 2008, page 5, paragraph 24, and states:

Requirement: The Company's employees will investigate to determine the cause of lost water and take prudent and cost effective steps to correct the problems identified at Riverside Estates, Lake Carmel and Ozark Mountain water systems by April 30, 2009.

Aqua Missouri has proactively monitored and investigated the water loss in Riverside Estates, Lake Carmel and Ozark Mountain in a cost efficient manner. The following steps have been and are being taken to address water loss in these systems:

- Well logs kept on a monthly basis of master meter readings and other pertinent information to track water usage and loss.
- Leaks and repairs noted on well log and gallons used if able to determine.
- Leaks repaired in a timely fashion.
- The Company worked with Missouri Rural Water Association staff to complete leak detection of the entire water system.

- Employees continue to notify customers when possible customer side leaks are suspected when reading water meters and properly notify the customer and give ample time to repair.
- Water meters change outs will be completed during 2009 and on a 10 years basis going forward.
- Valves checked for leaks and exercised on a regular basis
- Continue annual inspections of the well by Flynn Drilling Company.

#### **Riverside Estates:**

The year end percent of lost water is at 41%. In 2008, 12% of the water meters were changed out. We are continuing on the efforts to complete the meter changes outs in 2009. Gary Weber of MRWA performed leak detection on a portion of Riverside Estates at water meters and valves, no water leaks were detected. Additional leak detection will be performed. Aqua employees have walked the main lines of Riverside Estates and have found no visible signs of water leaks.

### Lake Carmel

The year end percent of lost water is at 41%. We have changed out 80% of the water meters in Lake Carmel and will continue our efforts to complete the change outs in 2009. Jim Patton, Small System Circuit Rider of the MRWA performed leak detection on all valves and water meters in Lake Carmel. One small leak was found at a corporate stop and is scheduled to be fixed. Aqua employees have walked the main lines of Lake Carmel and have found no visible signs of water leaks.

### Ozark Mountain Water #1

The year end percent of lost water is 71%. In 2008 90% of the water meters were changed out and the remaining 10% will be complete in 2009. Jim Patton, Small System Circuit Rider of the MRWA performed leak detection on valves in Ozark Mountain #1.

Additional leak detection will be performed. Aqua employees have walked the main lines of Ozark Mountain Water #1 and have found no visible signs of water leaks.

#### Ozark Mountain Water #2

The year end percent of lost water is 62%. In 2008 37% of the water meters were changed out and the remaining will be complete in 2009. Jim Patton, Small System Circuit Rider of the MRWA has visited Ozark Mountain Water #2 to devise a plan to begin leak detection for this system. Aqua employees have walked the main lines of Ozark Mountain Water #2 and have found no visible signs of water leaks.

### Ozark Mountain Water #3

The year end percent of lost water is 37%. In 2008 18% of the water meters were changed out and the remaining will be complete in 2009. Jim Patton, Small System Circuit Rider of the MRWA has visited Ozark Mountain Water #3 to devise a plan to begin leak detection for this system. Aqua employees have walked the main lines of Ozark Mountain Water #3 and have found no visible signs of water leaks.

### Next steps:

Aqua Missouri continues using cost effective methods to address the high water loss in these systems. Aqua Missouri will be performing a test to compare well usage at peak times and at non peak times for several weeks to gather data. If there is high usage at non-peak times (late evening hours) then further analysis needs to be performed. We also plan to test all suspect standing water for chlorine content and continue meter change outs.

Respectfully submitted,

BLITZ, BARDGETT & DEUTSCH, L.C.

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## **CERTIFICATE OF SERVICE**

I hereby certify that a copy of the Aqua Missouri Rate Case Follow Up was sent to the following counsel via electronic service on this 30<sup>th</sup> day of April, 2009.

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