

FILED

JUL 14 2008

Missouri Public  
Service Commission

Case No.

## COMPLAINT

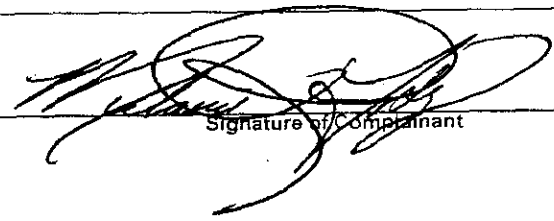
3. The Complainant has taken the following steps to present this complaint to the Respondent:

See attachment page 1

WHEREFORE, Complainant now requests the following relief:

See attachment, page 1-A

07/09/2008  
Date

  
Signature of Complainant

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

**WHEREFORE, Complainant now requests the following relief: (2 pages of A-1)**

1. We have no problem paying a monthly current bill starting the date of a formal notification making us aware that there was a bill. However, our request is we don't want to pay or be responsible for the months of back-bill due to AQUA Missouri's billing oversight or computer errors.
2. Some of us still to this date of April 8, 2008, have not received a bill, a phone call, or even a packet on the door from AQUA Missouri. If we are their "customers" how do we pay a bill of \$27.75 without an account number? Some of us contacted AQUA Missouri regarding this matter, they looked us up by our name, zip code (65101), address, and then by Vanloo Estates, they informed us they do not service the sewer system in that subdivision and they do not provide service to us. We request if we "are" their "customers" they start providing us with a monthly bill and that we are not back-billed.
3. Some of us have yet to receive a bill from AQUA Missouri but have started receiving phone calls from them to collect money for a debt we didn't know existed. AQUA Missouri has been made aware of their billing over-sight multiple times and have had ample amount of time to correct this matter. Our request is AQUA Missouri cannot continue to charge us for their ongoing mistakes, it is apparent they have not attempted to correct their billing errors. In regards to the customers who recently have started receiving a bill, we request they stop sending us 10-day cancellation notices as our first bill.  
Question: If AQUA Missouri's billing errors continue and six months later AQUA Missouri discovers another billing error, are we, as customers expected to continue paying back-bills and making verbal and written complaints to the Public Service Commission due to their negligence?
4. Some have contacted the Apache Flats Jefferson City office and received a run around or was treated with disrespect, threats, and unprofessionalism. We request that the Jefferson City office receive a reprimand for their actions.
5. Some of us were informed that we weren't connected to the AQUA Missouri sewer system, some were informed we would receive a bill when AQUA Missouri set up the new computer system, some of us have recently started paying a monthly bill and were told we would not have to pay a back-bill. Because of the information we obtained from AQUA Missouri we request no back-bills be charged.
6. Some of us have paid our back-bill due to a 10-day cancellation notice we received with our first bill. How can AQUA Missouri choose who pays a back-bill or who doesn't (see #4 regarding customers being informed they would not have to pay a back-bill)? We request AQUA Missouri to reimburse our money.

7. A couple of us in the neighborhood received a letter (attached see page A-2) regarding the rate increase. In the letter there is a statement, "we will have spent more than \$1.2 million for capital improvements in your community. This amount translates to an investment of about \$700 per customer in the Jefferson City area to improve the services provided to you and your neighbors." Fred Vanloo donated our sewer treatment plant to AQUA Missouri after the pipes were installed and after the treatment plant was built. AQUA Missouri did not pay for the Vanloo Estates sewer plant. We understand it does take money for up keep, fuel, and wastewater treatment costs but not to the degree of money AQUA Missouri is requesting. We are requesting that AQUA Missouri present an explanation of the "capital improvements" for the Vanloo Estates to justify their request for a rate increase. We, as customers, deserve to know why. If improvements were made to the Vanloo Estates, AQUA Missouri should provide receipts as confirmation. We also want a written description of the services AQUA Missouri claims they currently provide for this subdivision and how often these services are offered.
8. Some of us have been double billed. Over a seven-day period many of us have received as many as three billing statements. In addition, AQUA Missouri continues to bill some of the contractors responsible for building our homes. Why are we being double billed? It is obvious that AQUA Missouri needs to modify their billing system.
9. The Jefferson City office of AQUA Missouri (Tammy) has made the statement that they are going to back-bill customers for a deposit. How can that be legal? Fred Vanloo donated the sewer waste system to AQUA Missouri. We request that the customers who paid a deposit be reimbursed, and that AQUA Missouri not be allowed to back-bill for deposits.
10. We ALL request that AQUA Missouri NOT be permitted a rate increase.
11. This has been an inconvenience and we don't want to continue being penalized for AQUA Missouri's continued mistakes, billing errors, not recognizing some of us as customers, and AQUA Missouri's oversight of bills not being mailed to their "customers".



762 W. Lancaster Avenue  
Bryn Mawr, PA 19010

877.WTR.AQUA or  
877.987.2782  
[www.aquaamerica.com](http://www.aquaamerica.com)

July 2, 2008

Christian Browers  
3919 Viola View  
Jefferson, City 65101

RE: 3919 Viola View Jefferson City, MO.

Dear Mr. Browers:

We received your correspondence from the Missouri Public Service Commission expressing your concerns about Aqua Missouri's proposed rate increase for your wastewater service.

Aqua Missouri requested a rate increase for its customers in Jefferson City and elsewhere in the state, to help recover our investment for capital improvements to our wastewater systems and cover increases in operating expenses such as fuel and wastewater treatment costs. Overall, since early 2005, we will have spent more than \$1.2 million for capital improvements in your community. This amount translates to an investment of about \$700 per customer in the Jefferson City area to improve the services provided to you and your neighbors.

Aqua is committed to providing you and your community with quality, reliable service for years to come.

I hope this information addresses the issue to your satisfaction. If you have additional questions or comments, please feel free to contact our Customer Service department at 877-987-2782.

Sincerely,

Tena C. Hale-Rush  
Regional Operations Manager

**AQUA MISSOURI, INC.**

June 13, 2008

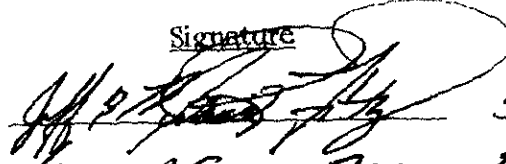
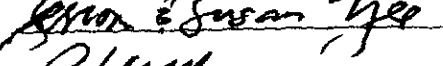





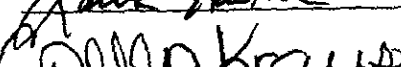

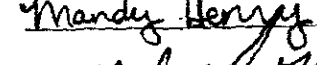
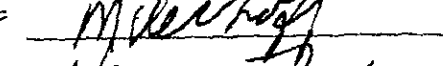


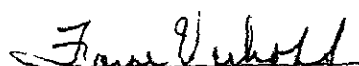
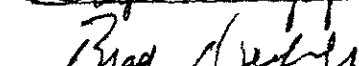
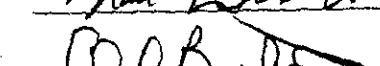


Department of Economic Development;  
Public Service Commission:

We are writing to bring your attention to inadequate customer service and inadequate billing provided by AQUA Missouri (sewer). We all have a concern or a complaint with AQUA Missouri. The problems are as listed below:

- 1} Some of us who have been residents in the Vanloo Estates have resided here for three months to two years. We have never received a bill and were not informed that the sewer system even belonged to AQUA Missouri. In the month of April of 2008 we received a packet on our doors stating we needed to sign up for service for our sewer system with an application for service for existing connection. Also, in the packet on the last page it was circled and stated (example of papers are enclosed) "DISCONTINUANCE OF SERVICE BY COMPANY #4 For an unauthorized sewer connection to company sewers. Discontinuance of service to a premises for violation of these rules and regulations shall not prevent the company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the customer." Some of us contacted the Apache Flats Jefferson City office and received a run around or was treated with disrespect, threats, and unprofessionalism. It was informed to us that if we didn't pay a back pay they were going to personally dig up our sewer lines and for us to inform the rest of the neighborhood. Our concern with this matter is; why should we pay a back pay due to their negligence. We have no problem paying a monthly bill starting the date of us being made aware that there was a bill, but we don't want to be charged for months of back pay do to their billing or computer errors.
- 2} Some of us have not been billed for three month to two years and have contacted the Apache Flats Jefferson City office. They informed use we would receive a bill and we have yet to receive one (three to nine month later). Some of us were informed that we weren't hooked up to that sewer system and for us not to worry about it, some were told they would receive a bill in the next billing cycle and have yet to receive one. Some were told by the Jefferson City office they were not going to be billed until AQUA set up the new computer system, some of us have started paying a monthly bill recently but were told they would not have to pay a back pay and want to make sure that it continues to stay that way, and those that have paid back pay should be reimbursed.
- 3} The main concern of our entire neighborhood is regarding the monthly rate increase. We don't feel AQUA Missouri should increase their rates when our neighborhood receives not only poor customer service but our sewer system apparently is not being treated correctly. Some of us smell the sewer when we are outside and even when we are in our homes. Why should they get paid more money when they are not doing their job with the money they are already receiving? We are unhappy with the services AQUA Missouri has been providing and are unhappy about the rate they are charging currently (the one's who have received a bill). We do not feel AQUA Missouri is in compliance with the rules and regulations, for that reason, we ask you to review these situations and provide us with information as to how this situation was/and or can be addressed. We appreciate your continued diligence and your attention to this matter is greatly appreciated.

Sincerely,

The Residents of Vanloo Estates  
Jefferson City, Missouri

<u>Print Name</u>	<u>Signature</u>	<u>Phone Number</u>	<u>Address</u>
MELANIE: Jeff Fitzpatrick		573-690-2447	3723 Viola View JC MO 65101
DERRON & SUSAN YEE		573-636-7557	3724 VIOLA VIEW JC. MO 65101
ROBERT MCPHERSON		573 286 4199	3209 VIOLA VIEW JC. MO. 65101
SHANNON: CHRISTY GAYDOS		573 893 4077	5822 PEAR TREE LN SC MO 65118
Angela + Chris Terry		573 635-1528	5832 Pear Tree Ln JC MO 65101
Amy Robinson		573-638-8291	5904 Pear Tree Ln JC MO 65101
Johnny + Laura Houston		573-896-8805	5905 Pear Tree Ln JC MO 65101
John + Colleen Kraus		573-893-4206	3739 VIOLA VIEW, JC MO 65101
Ryan + Mandy Henry		573-635-7153	3822 Viola View, J.C. MO 65101
MICHAEL + VICKI VERHOEFF		573-659-6626	3908 VIOLA VIEW JC, MO 65101
David + Vanessa Frahm		573-635-9291	3914 VIOLA VIEW JC, MO 65101
Bruce Hoecker		573 636-8545	3927 Viola View JC MO 65101
J. and Faye Verhoeff		573-761-3944	3909 Viola View MO 65101
Brad + Carey Drehe		573-353-1732	3905 Viola View MO 65101
Carol Busch, est		573-619-4533	3901 Viola View JC MO 65101
Bill + Amy Dunkel		573-636-3002	3821 Viola View JC MO 65101
Chris Nemer		573-893-8588	3817 Viola View, JC MO 65101
Jack Phelps		573-635-3988	3705 Viola View JC MO 65109

Print Name	Signature	Phone Number	Address
Joe Schaefer	<i>Joseph Schaefer</i>	573-635-3503 619-5157	3819 Sterling Rd, Jr, Mo 65101
Joy Schaefer	<i>Joy Schaefer</i>		Same
Richard Fisher	<i>Richard J. Fisher</i>	573-659-8341	5826 Sterling Ridge 65107
Ruth Fisher	<i>Ruth Fisher</i>	"	"
Olive J. Lonts	<i>Olive J. Lonts</i>	573-632-2510	5827 "
Jacki Downing	<i>Jacki Downing</i>	573-636-3644	5917 Sterling Ridge 65101
Mark Bell	<i>Mark Bell</i>	573-619-5855	5900 Sterling Ridge 65101
Stacey Box	<i>Stacey Box</i>	573-634-2908	5810 Sterling Ridge 65101
Michael Bay	<i>Michael Bay</i>	573-634-2908	" " "
John R. Gulick	<i>John R. Gulick</i>	573-893-5322	5810 Sterling Ridge 65101
Kerry G. Scott	<i>Kerry G. Scott</i>	573-634-8981	3923 Viola View 65101
Joy McALEER	<i>Joy McALEER</i>	573-636-8177	5831 PEAR TREE LN 65101
KRISTEN McALEER	<i>Kristen McALEER</i>	573-636-8177	5831 PEAR TREE LN 65101
Jay Campbell	<i>Jay Campbell</i>	573-761-3201	5910 Pear Tree Ln 65101
Peggy Jensen	<i>Peggy Jensen</i>	573-634-5945	3805 Viola View 65101
w/ Belynda Imhoff	<i>Belynda Imhoff</i>	573-556-8895	3825 Viola View 65101
Travis & Sara Benton	<i>Sara Benton</i>	573-635-5448	3924 Viola View 65101
Jerry & Mary Schoeneberg	<i>Carey Schoeneberg</i>	573-636-0361	3918 Viola View 65101



<u>Print Name</u>	<u>Signature</u>	<u>Phone Number</u>	<u>Address</u>
Russ Huhmann	Russ Huhmann	573-896-9521	3811 Viola View
Paul Duffner	Paul Duffner	573-761-1432	3713 Viola View
Sharon Duffner	Sharon Duffner	573-761-1432	3713 Viola View
Joseph Greene	J. B. Greene	573-636-6672	3716 Viola View
Marsha Greene	Marsha Greene	573-636-6672	3716 Viola View
Wendy Cooper	Wendy Cooper	573-635-6900	5811 Sterling Ridge
Todd Siebeneck	Todd Siebeneck	573-636-1678	5901 STERLING RIDGE RD.
Greg Voss	Greg Voss	573-659-5161	3611 Lake Crossing Rd
Julie & Randy Boeckmen	Randy & Julie Boeckmen	573-761-4268	3603 Lake Crossing Rd.
Christian Brouers	Christian Brouers	573-690-8243	3919 Viola View
Travis Brouers	Travis Brouers	573-291-9025	3919 Viola View
VON VOLKWOOD	Von Volkwood	573-893-5867	5911 Sterling Ridge Rd
Bruce Ray	Bruce Ray	573-636-6224	5804 Sterling Ridge
Sunshine Wilde	Sunshine Wilde	573-634-4320	3915 Viola View
Jonathan & Anna Horn	Jonathan Horn	573 893-3121	3811 Pear Tree CT
JASON WUEFF	Jason Wueff	573 690-8337	5915 PEAR TREE LANE
Amy Stegeman	Amy Stegeman	573-680-0825	5915 Pear Tree Lane
Mike Hughes	Mike Hughes	573-556-8912	3719 Viola View



Service To:  
**SHANNON GAYDOS**  
**5822 PEAR TREE LN**  
**JEFFERSON CITY, MO 65101**

Account Number  
**001340619 1062155**  
JEFFERSON CITY SEWER

**Aqua Missouri, Inc.**  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8292**  
e Mail: **custserv@aquaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date  
**May 22, 2008**

Total Amount Due  
**\$ 330.23**

Due Date  
**June 13, 2008**

### Billing Detail

For period  
beginning **May 30, 2007** and ending **May 21, 2008**

Amount Owed from Last Bill .....	\$ 0.00
Total Payments Received .....	0.00
<b>Balance</b> .....	<b>0.00</b>
Total Sewer Charges .....	330.23
<b>Amount Due 06/13/08</b> .....	<b>\$ 330.23</b>

### Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

<b>RECEIPT</b>	date <u>June 2nd</u>		No. <u>451782</u>										
	received from <u>Shannon Gaydos</u>		<u>\$330.23</u>										
	_____ dollars												
	for payment of <u>CK # 2694</u>												
	<table border="1"><tr><td>amount due</td><td><u>333 23</u></td></tr><tr><td>amount paid</td><td><u>333 23</u></td></tr><tr><td>balance</td><td>_____</td></tr></table>		amount due	<u>333 23</u>	amount paid	<u>333 23</u>	balance	_____	<table><tr><td><input type="radio"/> cash</td><td rowspan="3">from _____ to _____</td></tr><tr><td><input type="radio"/> money order    <input type="radio"/> credit card</td></tr><tr><td><input type="radio"/> check # _____</td></tr></table>		<input type="radio"/> cash	from _____ to _____	<input type="radio"/> money order <input type="radio"/> credit card
amount due	<u>333 23</u>												
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balance	_____												
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		signature <u>Johnny Maveola</u>											
		SC1188UV											

# AQUA

SHANNON GAYDOS  
5822 PEAR TREE LN  
JEFFERSON CITY, MO 65101

Account Number

**001340619 1062155**

JEFFERSON CITY SEWER

Aqua Missouri, Inc.  
762 W. LANCASTER AVENUE  
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8301**  
eMail: [custserv@aquaamerica.com](mailto:custserv@aquaamerica.com)

## 10 Day Shut Off Notice

**COLLECTION DEPARTMENT OFFICE HOURS ARE  
8:00 AM - 5:00 PM WEEKDAYS**

Date of Notice	Shut Off Date	Total Amount Due
<b>May 28, 2008</b>	<b>June 10, 2008</b>	<b>\$ 507.83</b>

Your bill for \$ 507.83 is overdue. Because your bill is overdue, we will SHUT OFF service to:  
**5822 PEAR TREE LN on or after 8:00 AM on June 10, 2008.**

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua Missouri, Inc. at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement or to dispute the overdue bill. You can also contact Aqua Missouri, Inc. at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

**Important Notice:** Payments will not be accepted by Aqua MO representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 507.83
Reconnect Fee:	0.00
Service Deposit (If required):	0.00
Total if we shut off your service:	<u>\$ 507.83</u>

If we shut off your service for non-payment, you are required to contact Aqua at 877.987.2782 to make arrangements for service reconnection.  
If you have questions or need more information, please call us. If you are not satisfied after you contact Aqua, you may call the Missouri Utility Regulation Commission at 800.392.4211.

### IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.  
Keep top portion for your records.

Service To:

SHANNON GAYDOS  
5822 PEAR TREE LN  
JEFFERSON CITY, MO 65101

# AQUA

Aqua Missouri, Inc.  
PO Box 328 • BRYN MAWR, PA 19010-0328

Account Number

**001340619 1062155**

Total Amount Due

**\$ 507.83**

Due Date

**June 10, 2008**

Amount Enclosed

\$

Please make check payable to Aqua MO.  
Print your account number on your check, then  
mail to address on back.

Seq=786 Cyc= 1up=608527 PC=T

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 5 P 8  
SHANNON GAYDOS  
5822 PEAR TREE LN  
JEFFERSON CITY MO 65101-9873

|||||

00134061910621550000000507834



Service To:  
**SHANNON GAYDOS**  
**5822 PEAR TREE LN**  
**JEFFERSON CITY, MO 65101**

Account Number  
**001340619 1062155**  
JEFFERSON CITY SEWER

**Aqua Missouri, Inc.**  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8292**  
e Mail: **custserv@aquaaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date  
**May 29, 2008**

Total Amount Due  
**\$ 844.54**

Due Date  
**June 20, 2008**

## Billing Detail

For period  
beginning **May 21, 2008** and ending **May 28, 2008**

Amount Owed from Last Bill .....	\$ 330.23
Total Payments Received .....	0.00
<b>Balance</b> .....	<b>330.23</b>
Total Sewer Charges .....	6.48
Transferred .....	507.83
<b>Amount Due 06/20/08</b> .....	<b>\$ 844.54</b>

## Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

2376385

### IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.  
Keep top portion for your records.

Service To:  
**SHANNON GAYDOS**  
**5822 PEAR TREE LN**  
**JEFFERSON CITY, MO 65101**

## AQUA Sewer Bill

**Aqua Missouri, Inc.**  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number

**001340619 1062155**

Total Amount Due

**\$ 844.54**

Due Date

**June 20, 2008**

Amount Enclosed

\$

Please make check payable to Aqua MO.  
Print your account number on your check,  
then mail to address on back.

Seq=14151 Cyc=37KK 1up=608887

\*\*\*\*\*AUTO\*\*5-DIGIT 65101 C 45 P 56  
SHANNON GAYDOS  
5822 PEAR TREE LN  
JEFFERSON CITY MO 65101-9873



00134061910621550000000844541





Service To:  
**JEFFREY D. FITZPATRICK**  
3723 VIOLA VW  
JEFFERSON CITY, MO 65101

Account Number  
**001466525 1004652**  
JEFFERSON CITY SEWER

**Aqua Missouri, Inc.**  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8292**  
e Mail: **custserv@aquaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
<b>May 22, 2008</b>	<b>\$ 330.23</b>	<b>June 13, 2008</b>

### Billing Detail

For period  
beginning **May 30, 2007** and ending **May 21, 2008**

Amount Owed from Last Bill .....	\$ 0.00
Total Payments Received .....	0.00
<b>Balance</b> .....	<b>0.00</b>
Total Sewer Charges .....	330.23
<b>Amount Due 06/13/08</b> .....	<b>\$ 330.23</b>

### Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

2376385

### IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.  
Keep top portion for your records.

Service To:  
**JEFFREY D. FITZPATRICK**  
3723 VIOLA VW  
JEFFERSON CITY, MO 65101

## AQUA Sewer Bill

**Aqua Missouri, Inc.**  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number  
**001466525 1004652**  
Total Amount Due Due Date  
**\$ 330.23 June 13, 2008**  
Amount Enclosed

Seq=373 Cyc=2015 1up=607143 PC=37KK

37KK

JEFFREY D. FITZPATRICK  
3723 VIOLA VW  
JEFFERSON CITY MO 65101-8584



\$

Please make check payable to Aqua MO.  
Print your account number on your check,  
then mail to address on back.

00146652510046520000000330237



Service To:  
**JEFFREY D. FITZPATRICK**  
3723 VIOLA VW  
JEFFERSON CITY, MO 65101

Account Number  
**001466525 1004652**  
JEFFERSON CITY SEWER

**Aqua Missouri, Inc.**  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8292**  
e Mail: **custserv@aquaaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
<b>May 29, 2008</b>	<b>\$ 336.71</b>	<b>June 20, 2008</b>

## Billing Detail

For period  
beginning **May 21, 2008** and ending **May 28, 2008**

Amount Owed from Last Bill .....	\$ 330.23
Total Payments Received .....	0.00
<b>Balance .....</b>	<b>330.23</b>
Total Sewer Charges .....	6.48
<b>Amount Due 06/20/08 .....</b>	<b>\$ 336.71</b>

## Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

2376385

### IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.  
Keep top portion for your records.

Service To:  
**JEFFREY D. FITZPATRICK**  
3723 VIOLA VW  
JEFFERSON CITY, MO 65101

## AQUA Sewer Bill

**Aqua Missouri, Inc.**  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number  
**001466525 1004652**  
Total Amount Due Due Date  
**\$ 336.71 June 20, 2008**  
Amount Enclosed

\$

Please make check payable to Aqua MO.  
Print your account number on your check,  
then mail to address on back.

Seq=14162 Cyc=37KK 1up=608887

\*\*\*\*\*AUTO\*\*5-DIGIT 65101 C 45 P 56  
JEFFREY D. FITZPATRICK  
3723 VIOLA VW  
JEFFERSON CITY MO 65101-8584



00146652510046520000000336712





Service To:  
**BRUCE & TAMMI HOECKER**  
3927 VIOLA VW  
JEFFERSON CITY, MO 65101

Account Number  
**001464358 1004794**  
JEFFERSON CITY SEWER

Aqua Missouri, Inc.  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8292**  
e Mail: **custserv@aquaaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
<b>May 19, 2008</b>	<b>\$ 325.60</b>	<b>June 10, 2008</b>

### Billing Detail

For period  
beginning **May 30, 2007** and ending **May 16, 2008**

Amount Owed from Last Bill .....	\$ 0.00
Total Payments Received .....	0.00
<b>Balance</b> .....	<b>0.00</b>
Total Sewer Charges .....	325.60
<b>Amount Due 06/10/08</b> .....	<b>\$ 325.60</b>

### Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

2376385

### IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.  
Keep top portion for your records.

Service To:  
**BRUCE & TAMMI HOECKER**  
3927 VIOLA VW  
JEFFERSON CITY, MO 65101

## AQUA Sewer Bill

Aqua Missouri, Inc.  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number  
**001464358 1004794**  
Total Amount Due Due Date  
**\$ 325.60 June 10, 2008**  
Amount Enclosed

Seq=181 Cyc=2012 1up=605878 PC=37KK

37KK

BRUCE & TAMMI HOECKER  
3927 VIOLA VW  
JEFFERSON CITY MO 65101-8147



\$  
Please make check payable to Aqua MO.  
Print your account number on your check,  
then mail to address on back.

00146435810047940000000325605



Account Number  
**001383233 1004801**  
JEFFERSON CITY SEWER

Questions about your sewer service?... Contact us before the due date.

Bill Date	Total Amount Due	Due Date
<b>May 29, 2008</b>	<b>\$ 273.80</b>	<b>June 20, 2008</b>

### Billing Detail

For period  
beginning **August 06, 2007** and ending **May 28, 2008**

Amount Owed from Last Bill .....	\$ 0.00
Total Payments Received .....	0.00
<b>Balance .....</b>	<b>0.00</b>
Total Sewer Charges .....	273.80
<b>Amount Due 06/20/08 .....</b>	<b>\$ 273.80</b>

2016-03  
Roxaeng  
Talked to

## Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

2376385

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

Return this portion with your payment.  
Keep top portion for your records.

**AQUA Sewer Bill**  
Aqua Missouri, Inc.  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**CARLA S. CAMPBELL**  
**5832 PEAR TREE LN**  
**JEFFERSON CITY, MO 65101**

Account Number  
**001383233 1004801**

Total Amount Due      Due Date  
**\$ 273.80      June 20, 2008**

Amount Enclosed

Seq=14185 Cyc=37KK 1up=608887

\*\*\*\*\*AUTO\*\*5-DIGIT 65101 C 45 P 56  
CARLA S. CAMPBELL  
5832 PEAR TREE LN  
JEFFERSON CITY MO 65101-9873

|||||||

\$           

Please make check payable to Aqua MO.  
Print your account number on your check,  
then mail to address on back.

001383233100480100000000273807



Service To:  
GARY/CARLA CAMPBELL  
PEAR TREE LN LOT 57  
JEFFERSON CITY, MO 65101

Account Number  
**001400436 1004792**  
JEFFERSON CITY SEWER

Aqua Missouri, Inc.  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8292**  
e Mail: **custserv@aquaaamerica.com**

Questions about your sewer service?... Contact us before the due date.

Bill Date  
**February 25, 2008 (\$ 100.73)**

## Billing Detail

For period  
beginning **January 24, 2008** and ending **February 22, 2008**

Amount Owed from Last Bill .....	\$ 72.98 Credit
Total Payments Received .....	55.50
<b>Balance .....</b>	<b>128.48 Credit</b>
Total Sewer Charges .....	27.75
<b>Amount Due 03/18/08 .....</b>	<b>\$ 100.73 Credit</b>

## Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

2376385

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

Service To:  
GARY/CARLA CAMPBELL  
PEAR TREE LN LOT 57  
JEFFERSON CITY, MO 65101

## AQUA Sewer Bill

Aqua Missouri, Inc.  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Account Number  
**001400436 1004792**  
Credit Balance  
**(\$ 100.73)**

# Do Not Pay

You have a credit balance on your account.

Seq=34543 Cyc=37KK 1up=579963

\*\*\*\*\*AUTO\*\*5-DIGIT 65101 C 96 P 113  
GARY/CARLA CAMPBELL  
5910 PEAR TREE LN  
JEFFERSON CITY MO 65101-9874



00140043610047920000000100734

**Office Information:**

Aqua Missouri, Inc.  
5402 Bus. 50 West, Suite 3  
Apache Flats  
Jefferson City, Missouri 65109

Customer Service: 877.WTR.AQUA or 877.987.2782  
Fax: 866.780.8292

**Customer Information:** Please notify our Customer Service Center immediately upon any changes of occupancy, ownership or mailing address, as the former owner or customer shall remain liable for all sewer charges against the service until notice of discontinuance is given.

Each customer is responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for nonpayment nor reason to permit an extension of the date when the account would be considered delinquent.

Applicable rates, rules and regulations under which service is furnished are on file at the office address listed above.

**Complaints:** We welcome the opportunity to work with you and attempt to resolve any concerns you may have. Please contact our Customer Service Center at 877.WTR.AQUA (1-877-987-2782). If you are not satisfied with our response to your inquiry, you have the option of contacting the Missouri Public Service Commission at 1-800-392-4211.

The Company may require the customer to periodically verify the accuracy of any customer supplied water meter used in determining the customer's discharge to the sewer system.

**Rates and Charges**

Monthly charges will be charged in accordance with the current rate schedule on file with Missouri Public Service Commission. The Company reserves the right, subject to the authority of the Missouri Public Service Commission, to prescribe additional rates, Rules or Regulations or to alter existing rates, Rules or Regulations as it may from time to time deem necessary and proper. (Rule 2, c)

**Late Payment Charges:**

Charges become delinquent if not paid by the indicated due date on your bill. Late payment charges may apply in accordance with the current rate schedule on file with the Missouri Public Service Commission.

Other service charges may apply to the customer's account in accordance with the current rate schedule.

**Payment Options:** Aqua Missouri accepts the following payment options:

\* **DIRECT PAYMENT** -(Preferred) Automatic withdrawal of amount due from your bank account on the date payment is due. You will still receive a bill. Call the Customer Service Center for more information.

\* **PAY BY MAIL to:**

AQUA MISSOURI (AMO)

PO BOX 298

STRUTHERS, OH 44471-0298

\* **PAY BY PHONE** at 1-866-295-0089 available 24/7 for a fee to the customer.

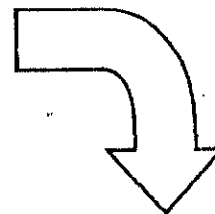
**Aqua Missouri** is an Aqua America Company (NYSE:WTR). For more information, visit our website at [www.aquamissouri.com](http://www.aquamissouri.com)

Return this portion with your payment. Keep top portion for your records.

**Change of Name/Address**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Insert this stub so that the name "Aqua Missouri" shows through the window of the payment envelope



**Aqua Missouri, Inc**

PO BOX 298

STRUTHERS, OH 44471-0298



If your name/address has changed, please check here and complete the information on the top of this remittance slip ☐

AQUA

TIMMY  
TWA

Date: 4-9-08  
Name: \_\_\_\_\_  
Address: 3723 Viola View

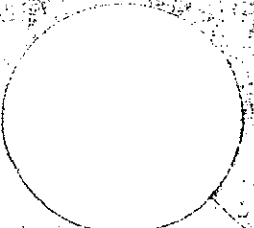
• Important Customer Notice • For Information, Call:

573-634-2699

While you were away, a representative of  
Aqua Missouri, Inc. Called to:

- ☐ Turn sewer off because:
- ☒ Need to sign up for service (call 573-634-2699)
  - ☐ Leak on property between house and main
- ☐ Responding to a work order for:
- ☐ Leak detected at:
  - ☐ Odor complaint
  - ☐ Replace cap
  - ☐ Sewer back up
- ☐ Septic Tank:
- ☐ Found not to be on sewer system
  - ☒ On sewer system
- ☐ Septic tank home owner's responsibility
- ☒ Call office
- ☐ Repairs are customer's responsibility
- ☐ Contact office for correct mailing address
- ☐ SEWER disconnected for non payment
- Remarks/Other: Complete and mail  
attached application.

AQUA



Date:

Name:

Address:

Important Customer Notice: For information, call:

1-800-851-1305

While you were away, a representative of

Aqua Missouri, Inc. called to:

Turn water meter off because:

Need to sign up for service (call 1-800-851-1305)

Leak on property between meter and house

Turn off house shut-off valve because:

Water running in house (possible leak)

To re-read meter because:

High usage and to determine possibility of leaks

Meter read correct

No leak detected

Meter movement noted, possible leak

Found leak in

Check water quality because:

Reported odor or odd taste

Reported dirt in water

Reported discolored water

Call office

Repairs are customer's responsibility

Contact office for correct mailing address

Water disconnected for non payment

Remark/Other:

{ Original  
~~Revised~~  
Original  
~~Revised~~

SHEET No. SRR 14

Cancelling P.S.C.MO. No. All Previous Schedules

{ Original  
~~Revised~~

SHEET No. \_\_\_\_\_

Capital Utilities, Inc.

Name of Issuing Corporation

For Missouri Certificated Service Area

Community, Town or City

Sewer Division

## Rules and Regulations

## Governing Rendering of Service

APR 27 1992

## Rule 4 APPLICATIONS FOR SEWER SERVICE

(a)

A written application for service, signed by the Customer and accompanied by the appropriate fees and other information required by these Rules and Regulations, must be received from each Customer before service is provided to any premises. Said applications must state the name of the owner of said premises and, in the case of a commercial or industrial Customer, must also state the quantity and contents of effluent to be discharged from said premises into Company's sewer system. Every Customer, upon signing an application for any service rendered by the Company or upon taking of service, shall be considered to have expressed consent to the Company's rates, Rules and Regulations. The Company shall have the right to refuse service for failure to comply with the Rules and Regulations herein, or if the Customer owes a past due bill not in dispute for sewer service at any location within the Company's area. In any case, where unusual construction or equipment expense is necessary to furnish the service, the Company may require a contract specifying a reasonable period of time for the Company to provide the service. The Company shall notify the owner of property served and what the Company's billing rules are.

(b)

A commercial or industrial Customer shall, upon request of the Company, present in writing to the Company a list of the devices which are to be attached or otherwise

FILED

\*Indicates new rate or text

+Indicates change

MAY 27 1992  
92-195

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE April 27, 1992  
month day yearDATE EFFECTIVE May 27, 1992  
month day year

ISSUED BY

Milton E. Leeds

name of officer

President, P.O. Box 7017, Jefferson City, Mo.

title

address

{ Original  
~~Revised~~  
Original  
~~Revised~~SHEET No. ERR 26Cancelling P.S.C.MO. No. All Previous Schedules{ Original  
~~Revised~~

SHEET No. \_\_\_\_\_

Capital Utilities, Inc.

Name of Issuing Corporation

For Missouri Certificated Service Area

Community, Town or City

Sewer Division DISCONTINUEDRules and Regulations  
Governing Rendering of Service

APR 27 1992

MISSOURI  
Public Service CommissionRule 7 DISCONTINUANCE OF SERVICE BY COMPANY

(a) The Company reserves the right to discontinue services for any of the following reasons:

(1) For failure to comply with these Rules and Regulations.

(2) For nonpayment of utility bill. (See Rule 9)

(3) For resale of sewer service.

(4) For an unauthorized sewer connection to Company sewers.

(b) Discontinuance of service to a premises for violation of these Rules and Regulations shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the Customer.

(c) If the Company discontinues its service for any violation of these Rules and Regulations, then any monies due the Company shall become immediately due and payable.

(d) The Company has the right to refuse or to discontinue service to any premises to protect itself against fraud or abuse.

(e) At least thirty (30) days prior to physical discontinuance of service, the Company will mail a written notice to the Customer and to the property owner if different than the

\*Indicates new rate or text  
+Indicates change

FILED

MAY 27 1992

92-105

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE April 27, 1992  
month day yearDATE EFFECTIVE May 27, 1992  
month day yearISSUED BY Milton E. Leeds

name of officer

Milton E. Leeds

President, P.O. Box 7017, Jefferson City, Mo.

title

address



762 W. Lancaster Avenue  
Bryn Mawr, PA 19010

877.WTR.AQUA or  
877.987.2782  
[www.aquaamerica.com](http://www.aquaamerica.com)

July 2, 2008

Melanie Fitzpatrick  
3723 Viola View  
Jefferson City MO. 65101

RE: 3723 Viola View Jefferson City, MO.

Dear Customer:

We recently discovered an oversight that has resulted in you not being billed for wastewater service for 357 days and then backed billed for that period of time. The Missouri Public Service Commission limits our ability to back-bill you to one year. Your recent bill includes charges for the past 7 days.

We understand that it is unlikely that you will be able to pay this bill in full in the normal 21-day payment period. For that reason, we are prepared to make payment arrangements that can last up to twelve months. If you require more than the normal 21 days to pay your balance in full, please contact us at 1-877-987-2782 to make payment arrangements that fit your budget.

We sincerely apologize for this error and the inconvenience it has caused.

Thank you.

**AQUA MISSOURI, INC.**