

Missouri Public Service Commission

Public Comments Report

Aqua Missouri

QS-2005-0008, QW-2005-0009, QS-2005-0010 & QW-2005-0011

Date : 07/15/2005

Public Comment ID. Letter, Fax...	Utility Type	Company Name	First Name	Last Name	City	State	Public Comments	Office Receiving Comment	Staff Person	Resolution
P200600010	Water	Aqua Missouri, Inc. (CU)-(Water)	W L	Allen	Hollister	MO	(Pam) Water has a high chlorine content. Opposes rate increase.	PSC	BN	Contacted the customer and resolved the complaint.
P200500377	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Tom	Arnold	Jefferson City	MO	(Pam) Retired and on a fixed income. Very conservative with utility usage. Opposes proposed rate increase. Can understand a much much smaller increase.	PSC	SLR	Sent generic letter 11-1-05
P200500267	Water	Aqua Missouri, Inc. (RU)-(Water)	Lester	Beatty	Warsaw	MO	(JMR) Customer feels the size of the requested rate increase is excessive.	PSC	SLR	Sent generic letter 6-15-05
P200600006	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Marvin	Berendsen	Jefferson City	MO	(Pam) Opposes rate increase. Only improvement he has noticed is a new fence was put in. Service has been poor since it was taken over. Feels no raise should be given.	PSC	SLR JS	Sent generic letter 7-7-05. (JS) No phone number. Company feels fence is necessary for safety.
P200500347	Water	Aqua Missouri, Inc. (CU)-(Water)	Larry	Bollar	Shell Knob	MO	Opposed to 82.16% increase. This is too much. Knows co. put in new service but if they had invested correctly they would have money to pay for new service. This is a summer home for Mr. Bollar. Can` justify increase for a summer home.	PSC	SLR	Sent generic letter 6-15-05
P200500318	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Patrick	Brendel	Jefferson City	MO	(Marilyn) Disputes the 115% increase. Why not a more gradual increase? Why do they ask for such a huge increase?	PSC	SLR	Sent generic letter 6-15-05
P200500307	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jeff	Buechler	Holt Summit	MO	(JMR) Not happy with the proposed increase.	PSC	SLR	Sent generic letter 6-15-05

P200500353	Water	Aqua Missouri, Inc. (CU)-(Water)	David	Buff	Republic	MO	(Pam) Opposes proposed increase. Could understand a much smaller increase. Doesn't believe any company could justify such a huge increase. Had a water leak and couldn't get company to come out and turn the water off so he could fix it.	PSC	BN	Contacted the customer and resolved the complaint.
P200500328	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Lewis	Burke	Sedalia	MO	(Pam) Opposes proposed rate increase - it's too much. Why are they doing this?	PSC	SLR	Sent generic letter 6-15-05
P200500361	Water	Aqua Missouri, Inc. (CU)-(Water)	Harvey	Burnett	Jefferson City	MO	(Pam) Opposes proposed rate increase, could understand a much much smaller one.	Both	SLR	Sent generic letter 6-16-05
P200500263	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Darlene	Buschjost	Jefferson City	MO	(Pam) This is an outrageous increase they are asking for. Not sure if this increase would improve the service. Thinks Commission should consider the consumer also during rate cases and not just the companies.	PSC	SLR	Sent generic letter 6-15-05
P200500314	Water	Aqua Missouri, Inc. (RU)-(Water)	Mitch	Calvert	Hollister	MO	(JMR) Customer feels any increase is not justified. Has had leaks and the meter pit is still full of water even in drought. Company raised pit and still has water. Has received one credit for high usage. Cell phone 417 335 1719	Both	BN	Contacted the customer and resolved the complaint.
P200500372	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mike	Clark	Holts Summit	MO	(JMR) Customer had sewer back up into his basement on 2 occasions several years ago. Company (A/S) promised to put in an additional clean out drain.	PSC	JS	Left messages on 7/21 & 7/27. Customer did not call back. Company states no recent backups reported.
P200500310	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Karen	Classon	Jefferson City	MO	(Pam) Opposes 116% increase. Hasn't noticed any improvements with the last rate increase. Could understand a small rate increase.	PSC	SLR	Sent generic letter 6-15-05
P200500360	Water	Aqua Missouri, Inc. (CU)-(Water)	Lucy	Combs	Branson	MO	(Pam) Opposes proposed huge increase. Could understand a much smaller one.	PSC	SLR	Sent generic letter 6-16-05
P200500304	Water	Aqua Missouri, Inc. (CU)-(Water)	Jim	Coursey	Springfield	MO	Opposed to rate increase. 82\$ is too much. Only at property in Shell Knob on weekends so why should she pay as much as residents with 4 kids who use more and do laundry. This is not right.	PSC	SLR	Sent generic letter 6-15-05

P200500303	Water	Aqua Missouri, Inc. (CU)-(Water)	Betty	Cowan	Jefferson City	MO	Opposed to rate increase. Bill will go from \$22.53 to \$48.63. Can't afford this. Poor service.	PSC	JS	No phone #, no answer-left card 7/26. Company upgraded to grinder pumps in critical lift stations in '05.
P200500280	Water	Aqua Missouri, Inc. (CU)-(Water)	William	Cunningham	Sedalia	MO	Retired/fixed income. Uses only 2000 gal/mo. Water tastes bad & stinks.	PSC	JS	Site visit 7/19. Some odor. Flush valve noted in front of house. Recommended to Company to flush more often.
P200500385	Water	Aqua Missouri, Inc. (CU)-(Water)	David	Craig	Sedalia	MO	7% would be high enough. Fixed incomes would be hard pressed to pay this high of an increase.	PSC	SLR	Sent generic letter 6-22-05
P200500403	Water	Aqua Missouri, Inc. (RU)-(Water)	Kodiak	Daniel	Republic	MO	(JMR) No water pressure. Always low especially in summer-can't water lawn and anything else at the same time.	PSC	BN	Customer said Tina lied in the local public meeting with Republic officials in May, when she stated that the Company had no plans to raise rates.
P200500277	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Don	Daniels	Holt Summit	MO	(JMR) Customer feels amount of increase is excessive-only 28 customers in development.	Both	SLR	Sent generic letter 6-15-05
P200500349	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Karl	Davenport	Jefferson City	MO	(Pam) Opposes rate increase. Can't under the company's rational in requesting such a huge increase. Hopes the Commission considers the rate payers for once and not the company.	PSC	SLR	Sent generic letter 6-15-05
P200500370	Water	Aqua Missouri, Inc. (CU)-(Water)	Sandy	Davidson	Joplin	MO	(Pam) Opposes rate increase request. Property is a vacation home and they use less than 5000 gallons a month. Could understand a much smaller increase. People in this area can't afford such a huge increase.	PSC	SLR	Sent generic letter 6-22-05
P200500363	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Gary	Drinkard	Jefferson City	MO	(Pam) Opposes the proposed rate increase. Seems unfair that the Taos residents just paid for a new sewer system about four years ago and now the company wants to raise the rates.	Both	SLR	Sent generic letter 6-16-05
P200500355	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	James	Duenow	Jefferson City	MO	(Pam) Opposes increase. Would like it if the Commission could keep the charges down as much as possible. Feels 10-15% increase is more realistic.	Both	SLR	Sent generic letter 6-15-05

P200500401	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Myra	Eickmeyer	Jefferson City	MO	(Pam) Opposes proposed 116% increase. Can understand a much lower one.	PSC	SLR	Sent generic letter 7-7-05
P200500297	Water	Aqua Missouri, Inc. (RU)-(Water)	Sam	Evans	Hollister	MO	(JMR) Service is poor-past history is water stops (line break, pump out) and no notification from Company about how long or when it comes on. No boil notices or anything from the Company. Riverside Estates	PSC	BN	Contacted the customer and resolved the complaint.
P200600000	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Sandra	Eye	Sedalia	MO	(Pam) Protests the proposed rate increase. Only has one income. Doesn't want to pay for everyone else's usage. Can understand a much smaller more reasonable increase.	PSC	SLR	Sent generic letter 7-7-05
P200500323	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Anna Jo	Farnham	Jefferson City	MO	Too much increase - cannot afford that 84 y/o living on retirement income and will not be able to pay bills. She indicates that she believes the current rates are too high as it is. Attempts to save as much water as possible. This is worse than CA.	PSC	SLR	Sent generic letter 6-15-05
P200500394	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kay	Foster	Jefferson City	MO	(Pam) Opposes such a huge increase. Can understand a much smaller increase.		SLR	Sent generic letter 6-27-05
P200500357	Water	Aqua Missouri, Inc. (RU)-(Water)	Curtis	Fox	Unknown	MO	See attached.	PSC	JS	E-mail sent 7/18/05 to contact JS to discuss specific issues. No response.
P200500359	Water	Aqua Missouri, Inc. (RU)-(Water)	Curtis	Fox	N/A	MO	Mr. Fox disapproves with the company's request to increase current water rates.	PSC	JS	E-mail sent 7/18/05 to contact JS to discuss specific issues. No response.
P200600015	Water	Aqua Missouri, Inc. (CU)-(Water)	Elizabeth	Gilbert	Warsaw	MO	(Pam) Opposes rate increase. ater not fit to drink. Lines leak and was told they can't work on the lines because they would have to turn everyone's service off. Doesn't feel she should have to pay for everyone's service. This is a part-time home.	PSC	JS	Site visit 7/19. No answer, left card to call to discuss. No response. No phone number. System inspected by MDNR 8/05 and no deficiencies noted.
P200500338	Water	Aqua Missouri, Inc. (CU)-(Water)	Jim	Gossett	Warsaw	MO	(Pam) Can see a 10% increase but the proposed one is outrageous. Co. needs to fix water leaks. Has reported leaks but are never fixed properly.	PSC	JS	Site visit 7/19. Pressure recorder set 30+ psi. Company fixes leaks as they occur and replace known problem sections.

P200500313			Mindy	Grapes	Holts Summit	MO	(JMR) customer feels increase is to much.	PSC	SLR	Sent generic letter 6-15-05
P200600011	Water	Aquasource, Inc.- (Water)	Roy	Gribben	Shell Knob	MO	7/11/05 Hot-line call (tfl) Bills too high as is. Against the increase. Wants his voice heard, wants MoPSC to know that he is against any increase for this company.	PSC	SLR	Sent generic letter 7-13-05
P200500382	Water	Aqua Missouri, Inc. (CU)-(Water)	William	Griffis	Shell Knob	MO	Opposed to rate increase.	PSC	SLR	Sent generic letter 6-22-05
P200500345	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Harry	Hammond	Sedalia	MO	(Pam) Can understand a need for an increase but this request is entirely too much. Retired and on a fixed income. What are people suppose to do?	Both	SLR	Sent generic letter 6-15-05
P200500284	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kevin	Heislen	Jefferson City	MO	(Pam) Opposes rate increase.	PSC	SLR	Sent generic letter 6-15-05
P200500348	Water	Aqua Missouri, Inc. (CU)-(Water)	Firn	Henderson	Shell Knob	MO	(Pam) Feels this is a terrible increase. Bill averages around \$14 am onth. Uses septic tank for sewer. Too many retired people in the area who can't afford this huge increase.	PSC	SLR	Sent generic letter 6-15-05
P200500320	Water	Aqua Missouri, Inc. (CU)-(Water)	Nelson	Hipkins	Shell Knob	MO	(Pam) Opposes such as huge increase. Doesn't mind 10-15%. Thinks they are trying to even everyone out.	PSC	SLR	Sent generic letter 6-15-05
P200500407	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Marilyn	Holtmeyer	Jefferson City	MO	Concerned about the magnitude of the proposed rate increase and the proposal for uniform, state-wide rates ir particular because they are on a lagoon system. (Call taken by DaleJ on 06/30/05.)	PSC	SLR	Sent generic letter 7-7-05
I200510550	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	James	Howard	Jefferson City	MO	Lift station near the house frequently goes out.	PSC	JS	Spoke to customer. Company upgraded to grinder pumps in critical lift stations in '05.
P200500279	Water	Aqua Missouri, Inc. (CU)-(Water)	George	Jackson	Shell Knob	MO	(Pam) Opposes rate increase. Never gets to the minimum usage. Bill has been round \$9.02. This is a second home. Water smells and taste really bad.	PSC	BN	Unable to contact. This is a second home without a telephone listing.
P200500395	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Charles	Jenkins	Jefferson City	MO	(Pam) Opposes rate increase. If this is allowed this will be a burden on retired individuls and people on a fixed income.		SLR	Sent generic letter 6-27-05

P200500387	Water	Aqua Missouri, Inc. (CU)-(Water)	Bruce	Johnson	Branson	MO	Opposed to 152% increase in rates. This is way,way more than appropriate. Can see a small increase of 10% or 20%.	PSC	SLR	Sent generic letter 6-22-05
P200500400	Water	Aqua Missouri, Inc. (CU)-(Water)	Stephen	Johnson	Warsaw	MO	(Pam) Opposes rate increase, can understand a much smaller increase.	PSC	SLR	Sent generic letter 7-7-05
P200500316	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Eric	Jourdon	Jefferson City	MO	(Pam) Opposes 115% rate increase. Can understand a 10 or 20% increase, but 115% is too high for any consumer to pay.	PSC	SLR	Sent generic letter 6-15-05
P200500354	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Scott	Juergensmeyer	Jefferson City	MO	Generally concerned about amount of increase. Very concerned about proposal for company-wide rates and the affect on overall increase. Customers in one area should not pay for improvements in other areas. (call taken by DaleJ on 06/08/05)	PSC	SLR	Sent generic letter 6-15-05
P200500300	Water	Aqua Missouri, Inc. (CU)-(Water)	Thomas	Kelly	Shell Knob	MO	(Pam) Opposes rate increase. Looking into putting in his own well. Bill never had company's telephone number on it Is there a political agenda here?	Both	BN	Contacted the customer and resolved the complaint.
P200500350	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Rose	Kusch	Holts Summit	MO	(Pam) Concerned about proposed increase. This will also cause water bill to increase. Lives in new subdivision and sewer bill has already doubled. Could understand a much smaller increase. Retired and on a fixed income.	Both	SLR	Sent generic letter 6-15-05
P200500383	Water	Aqua Missouri, Inc. (CU)-(Water)	Leon	Lawson	Jefferson City	MO	Opposed to rate increase. Had to instal \$2500.00 water system to filter the water because the water was unfit to drink. Co. is supposed to flush the system but do not.	PSC	SLR & JS	Sent generic letter 6-22-05. (JS) Company continues to monitor iron content of water, currently under control and flushing program continues.
P200500264	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Art	Linnenbrink	Taos	MO	(Pam) This is an outrageous increase the company is asking for. Not sure service is worth this kind of increase. Could understand a smaller one but this is unreasonable.	Both	SLR	Sent generic letter 6-15-05

P200500312	Water	Aqua Missouri, Inc. (CU)-(Water)	Barry	Lockhart	Hollister	MO	(Pam) Opposed 64% increase. This is a rip off. If the Commission approves this increase it's a poor decision on their part. No major improvements have been made in the past.	PSC	SLR	Sent generic letter 6-15-05
P200500334	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Billy	Love	Holts Summit	MO	(Pam) Bill is based on 5000 gal of water. Only used 24000 for the entire last year. Proposed rate increase is too high. When there is a sewer problem he has to hire a plumber to come out and clean up the Aqua MOs line so he can have service.	PSC	JS	Company reports no recent backups reported.
P200600005	Water	Aqua Missouri, Inc. (CU)-(Water)	Cynthia	Magruder	Sedalia	MO	(Pam) Opposes rate increase. Feels if rate is increased that much this will cause families to move away from the area. Has compared local public water district rates to company's rate and they are both comparable.	PSC	SLR	Sent generic letter 7-7-05
P200500384	Water	Aqua Missouri, Inc. (CU)-(Water)	Carol	Maple	Galena	MO	Opposed to rate increase. Not fair to customers who only use the min.	PSC	SLR	Sent generic letter 6-22-05
P200500315	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Carol	Martin	Jefferson City	MO	(Pam) Opposes 115% increase. Could understand a much smaller increase like 10%. Just what is the Company and Commission trying to prove - trying to get everyone to sell their homes?	Both	SLR	Sent generic letter 6-15-05
P200600013	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	John	Martin	Jefferson City	MO	(Pam) Opposes rate increase. Doesn't feel operating expenses have doubled. Citizens will not be able to afford service before long. Please do not allow such a high increase.	PSC	SLR	Sent generic letter 7-13-05
P200500271	Sewer	Aquasource Development Company-(Sewer)	Marjory	McAuley	Gravois Mills	MO	(JMR) Customer feels the size of the requested rate increase amount is excessive.	PSC	SLR	Sent generic letter 6-15-05
P200500374	Water	Aqua Missouri, Inc. (CU)-(Water)	Amy	McCullough	Sedalia	MO	Can't afford a 250% . Can't afford. Please don't allow this.	PSC	SLR	Sent generic letter 6-22-05
P200500399	Water	Aqua Missouri, Inc. (CU)-(Water)	Polly	McGula	Shell Knob	MO	(Pam) Opposes 82% rate increase. This request is above and beyond. Understand a much smaller increase.		SLR	Sent generic letter 6-27-05

P200500381	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ron	McSorley	Holts Summit	MO	115.84% increase is too much. This is extremely wrong. Can see a small increase. No increase of salary at work. This is ridiculous. Hopes the Commission will not approve this.	PSC	SLR	Sent generic letter 6-22-05
P200500337	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ken	Mercer	Jefferson City	MO	(Pam) Opposes increase.	PSC	SLR	Sent generic letter 6-15-05
P200500322	Water	Aqua Missouri, Inc. (RU)-(Water)	Brian	Miles	Branson	MO	Took over water service recently - doesn't provide reliable service as it is. Several hours to respond to outages, 4 outages since Co took over. Rate increase requested is outrageous - could understand 10-15% increase. Outrageous!	PSC	BN	Contacted the customer and resolved the complaint.
P200500351	Sewer		Glenn	Miller	Jefferson City	MO	(JMR) Opposes such a large increase- does not understand why it would be so big.	PSC	SLR	Sent generic letter 6-15-05
P200600001	Water	Aqua Missouri, Inc. (CU)-(Water)	Anthony	Mogilnicki	Warsaw	MO	(Pam) Opposes rate increase. Retired and on a fixed income - this will be a hardship for consumers around this area. Only used approximately 2000 gallons of water a month.	PSC	SLR	Sent generic letter 7-7-05
P200500386	Water	Aqua Missouri, Inc. (CU)-(Water)	Tony	Monsees	Sedalia	MO	Opposed to rate increase. Co. has mailing problem. This is too much.	PSC	SLR	Sent generic letter 6-22-05
P200500330	Water	Aqua Missouri, Inc. (CU)-(Water)	Alice	Mullens	Sedalia	MO	Occasionally particles in water; laundry ruined once; not notified of shut offs.	PSC	JS	Telephoned 7/18. Explained break repairs not typically notified. Recommended more frequent flushing by Company.
P200500396	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Denise	Munsterman	Jefferson City	MO	(Pam) Opposes rate increase.	PSC	SLR	Sent generic letter 6-27-05
P200500299	Water	Aqua Missouri, Inc. (CU)-(Water)	Joan	Nichols	Shell Knob	MO	(Pam) Oppose rate increase. Both are retired and on a fixed income.	PSC	SLR	Sent generic letter 6-15-05
P200600008	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Joan	Oetting	Jefferson City	MO	(Pam) Opposes rate increase. Elderly and on a fixed income. Residents paid for sewer system and was told there would be no increase in their bill.	PSC	SLR	Sent generic letter 7-13-05
P200500269	Water	Aqua Missouri, Inc. (RU)-(Water)	Mrs	Overstreet	Warsaw	MO	(JMR) Customer feels the size of the requested rate increase is excessive.	PSC	SLR	Sent generic letter 6-15-05

P200500339	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Glenn	Pavitt	Jefferson City	MO	(Pam) Feels the proposed increase is outrageous. Prays the Commission does not allow this. She knows of no one that gets that kind of increase. Please reconsider their increase.	PSC	SLR	Sent generic letter 6-15-05
P200500296	Water	Aqua Missouri, Inc. (RU)-(Water)	Barbara	Pennewell	Shell Knob	MO	Opposed to rate increase. 82% is too much. Current bill is \$14.11. Please don't approve this.	PSC	SLR	Sent generic letter 6-15-05
P200500406	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ralph	Poettgen	Jefferson City	MO	(Pam) Opposes rate increase.	PSC	SLR	Sent generic letter 7-7-05
P200500342	Water	Aqua Missouri, Inc. (CU)-(Water)	Michael	Polk	Republic	MO	91% increase is too much. 18 yrs. and 5 different lines breaks, Co. does not repair. No meters. Charged as much for water as a household with 5-6 people. Only two in Mr. Polk's household. No notified of boil orders except by newspaper.	PSC	BN	Contacted the customer and resolved the complaint.
P200500378	Water	Aqua Missouri, Inc. (CU)-(Water)	Janet	Reppert	Shell Knob	MO	(Pam) Opposes 80% increase. Water quality is poor. Feels improvements need to be made first before an excessive increase is approved.	PSC	BN	Did not respond to messages left on answering machine.
P200500362	Water	Aqua Missouri, Inc. (CU)-(Water)	Mrs Calvin	Ripley	Jefferson City	MO	(JMR) Not happy with the size of the increase. Does not understand how they can request this.	PSC	SLR	Sent generic letter 6-16-05
P200500326	Water	Aqua Missouri, Inc. (CU)-(Water)	Duane	Roach	Hollister	MO	(Pam) Opposes 63% increase. Not sure of what quality of service they are receiving because the service they do receive is very poor.	PSC	BN	Believes the water, as delivered, is above 80 degrees. Not the case and was talked to during the last rate case.
P200500325	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jackie	Rogers	Jefferson City	MO	(Pam) Opposes high rate increase but thinks a much smaller one would be more in line.	PSC	SLR	Sent generic letter 6-15-05
P200500365	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Shawn	Schmidt	Holts Summit	MO	(Pam) Opposes proposed rate increase. Doesn't feel they should have to pay higher rates when his area just got a brand new system. Had prior billing issues but thinks they have been worked out.	PSC	SLR	Sent generic letter 6-15-05
P200500366	Water	Aqua Missouri, Inc. (CU)-(Water)	Shawn	Schmidt	Holts Summit	MO	(Pam) Opposes proposed rate increase. Feels they pay enough for their service.	PSC	SLR	Sent generic letter 6-16-05

P200500373	Water	Aqua Missouri, Inc. (CU)-(Water)	Shannon	Schmoeter	Eugene	MO	(JMR) Request is excessive. Not happy with past service. Other people have problem with water quality on the south side.	PSC	SLR & JS	Sent generic letter 6-22-05. (JS) Site visit 7/20-no answer, left card to discuss further. No response. Company continues to monitor iron content of water, currently under control and flushing program.
P200500332	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Vicki	Schollmeyer	Holts Summit	MO	(Pam) Opposes rate increase, could understand a much smaller increase.	PSC	SLR	Sent generic letter 6-15-05
P200500335	Water	Aqua Missouri, Inc. (CU)-(Water)	Walter	Scott	Hollister	MO	(Pam) Opposes 63% increase. Elderly and on a fixed income. Would be in favor of a much smaller increase.	PSC	SLR	Sent generic letter 6-15-05
P200500331	Water	Aqua Missouri, Inc. (CU)-(Water)	Carol	St Peter	Hollister	MO	(Pam) Opposes rate increase. Will cause a hardship. Has outages that last for days. Has to pay separate sewer bill. On a limited income and husband is confined to bed. Would like to have a public hearing in the area regarding this.	PSC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
P200500319	Water	Aqua Missouri, Inc. (CU)-(Water)	Dave	Steinman	Shell Knob	MO	(Pam) Oppose rate increase. Prior companies servicing this area were given increases in the last few years to improve the system but nothing was ever done. Doesn't understand how people can afford such a huge increase. Can you?	PSC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
P200500405	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Debbie	Stewart	Sedalia	MO	(Pam) Opposes rate increase. Lives in low income housing and can't afford this kind of an increase. Company doesn't make any improvements to improve the system.	PSC	SLR	Sent generic letter 7-7-05
P200500404	Water	Aqua Missouri, Inc. (CU)-(Water)	Debbie	Stewart	Sedalia	MO	(Pam) Opposes 256% increase. Lives in low income housing and can't afford this kind of increase. Company does nothing to improve the service.	PSC	SLR	Sent generic letter 7-7-05
P200500368	Water	Aqua Missouri, Inc. (CU)-(Water)	Lucy	Storey	Branson	MO	(Pam) Opposes proposed rate increase. Can see a 10% increase. Hope Commission disallows this huge increase.	PSC	SLR	Sent generic letter 6-16-05

P200500398	Water	Aqua Missouri, Inc. (CU)-(Water)	Shon	Stutes	Warsaw	MO	(Pam) Opposes rate increase. Would like to have meters installed. Co. promised a new water main on the street but still waiting.	PSC	JS	No phone #, no house # and could not find. Company fixes leaks as they occur and replace known problem sections.
P200600007	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kim	Sullens	Jefferson City	MO	(Pam) Opposes rate increase. Bill is currently \$22 a month and with the proposed increase will make her bill almost \$50 a month. Lives near the lagoon and the smell is really bad. Would like company to do something about the terrible smell.	PSC	JS	7/27 confirmed odor issues. Company feels odor was caused by duckweed control measures and should be resolved.
P200500389	Water	Aqua Missouri, Inc. (CU)-(Water)	Donna	Swearengin	Sedalia	MO	Opposed to water and sewer rate increase. Retired on fixed income and can't afford this increase.	PSC	SLR	Sent generic letter 6-27-05
P200500308	Water	Aqua Missouri, Inc. (CU)-(Water)	William	Tangeman	Shell Knob	MO	(Pam) Opposes companies request for a rate increase. There are too many retirees in the area on fixed income to pay such a high rate. Water is also full of lime.	PSC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
P200600009	Water	Aqua Missouri, Inc. (CU)-(Water)	William	Taylor	Warsaw	MO	(Pam) Opposes increase. Shouldn't have to pay for everyone. Only there 4-weeks a year. This is going to be a burden on people who do not live here all year long.	PSC	SLR	Sent generic letter 7-13-05
P200600028	Water	Aqua Missouri, Inc. (CU)-(Water)	Steve	Thrift	Sedalia	MO	(Pam) Opposes rate increase. No recent improvements have been made. On a fixed income and this will cause huge problems for a lot of consumers. Public hearing notices are not posted in Sedalia newspaper so people can't attend the hearings.	PSC	SLR	Sent generic letter 9-26-05
P200500324	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Keith	Temmen	Jefferson City	MO	Co has been operating at same rate for last 11 years and has been apply to continue. Feels that some rate increase could be justified but not the 115% increase proposed by the company.	PSC	SLR	Sent generic letter 6-15-05
P200500281	Water	Aqua Missouri, Inc. (CU)-(Water)	Ralph	VanDuesen	Republic	MO	(Pam) Opposes increase. Last increase was to provide better service. Nothing was ever done. Where did that money go?? Service hasn't improved at all. Doesn't see the need for the increase - won't get better service.	PSC	SLR	Sent generic letter 6-15-05

P200500329	Water	Aqua Missouri, Inc. (CU)-(Water)	Robert	Vedder	Warsaw	MO	(Pam) If they want an increase why not PSC get in smaller increments. The increase will cause sewer bills to go up too. Feels everyone should pay the same amount.	PSC	SLR	Sent generic letter 6-15-05
P200500293	Water	Aqua Missouri, Inc. (CU)-(Water)	Beth	Vint	Shell Knob	MO	Opposed to rate increase. This 82-85% PSC increase is not fair.	PSC	SLR	Sent generic letter 6-15-05
P200500273	Sewer		Marvin	Walker	Jefferson City	MO	(JMR) Customer feels amount of increase is excessive. Also feels that since he has a septic, the outflow is relatively clean which will reduce the cost to the Company of treating.	PSC	SLR	Sent generic letter 6-15-05
P200600002	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ron	Walker	Jefferson City	MO	(Pam) Opposes rate increase. Happy with current service but can understand company requesting a much smaller increase.	PSC	SLR	Sent generic letter 7-7-05
P200500391	Water	Aqua Missouri, Inc. (RU)-(Water)	Don	Whisenant	Republic	MO	(JMR) excessive increase in rates-no improvements have been made to the system.	PSC	SLR	Sent generic letter 6-27-05
P200500393	Water	Aqua Missouri, Inc. (CU)-(Water)	Joyce	White	Shell Knob	MO	(Pam) Opposes 82% proposed rate increase. Everyone in the area is on septic system. Shouldn't have to pay for other customer's bills. Co. has only put in a new well a while back. Sometimes the water is bubbly.	PSC	BN	Contacted the customer and resolved the complaint.
P200500402	Water	Aqua Missouri, Inc. (CU)-(Water)	Becky	White	Republic	MO	(Pam) Opposes 91% rate increase - feels this is unnecessary.	PSC	SLR	Sent generic letter 7-7-05
P200500367	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Leslie	Wiebe	Jefferson City	MO	(JMR) Customer opposes rate increase, feels waaayy to high. New house and thought the bill would be around \$22, not the upper \$40's.	PSC	SLR	Sent generic letter 6-16-05
P200500376	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Gary	Wieberg	Jefferson City	MO	(Pam) Opposes rate increase. Could understand a much smaller increase.	PSC		No address
P200500294	Water	Aqua Missouri, Inc. (CU)-(Water)	Jan	Willis	Branson	MO	(Pam) Opposes 152% rate increase and feels this will be a burden. Thinks prior company had a recent rate increase. Service is poor - has problems with low water pressure and frequent outages.	PSC	BN	Contacted the customer and resolved the complaint.

P200500289	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Jeffery	Wilson	Holts Summit	MO	The rate increase requested is unreasonable. State employees have not had a COL raise in years-can't afford raise in anything. Everything keeps going up-soon, the state employees will be requesting assistance instead of volunteering to assist.	PSC	SLR	Sent generic letter 6-15-05
Letter	Both	Aqua Missouri, Inc. (CU)-(Water & Sewer)	Juanita	Adams	Sedalia	MO	See attached	Both	SLR	Sent generic letter 6-16-05
Telephone	Both	Aqua Missouri, Inc. (CU)-(Water & Sewer)	Mr. & Mrs. Alfred	Allee	Sedalia	MO	See attached	Both	SLR	Sent generic letter 6-15-05
E-mail			Alan	Allmon			See attached	OPC	JMR	Responded by e-mail 11-01-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Pam	Anderson	Holts Summit	MO	See attached	PSC	JS	Responded by e-mail 6-13-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Webster R & Rebecca L	Arends	Holts Summit	MO	See attached	Both	SLR	Sent generic letter 7-1-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Steve	Armstrong			See attached	PSC	JS	Sent e-mail 6-13-05. No response.
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	John	Atkins	Branson	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Michael & Denise	Barnes	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Travis & Sharon	Bax	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-8-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mark & Linda	Beardsley	Holts Summit	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Cynthia N.	Benward	Eugene	MO	See attached	PSC	SLR & JS	Sent generic letter 7-8-05. (JS) Site visit 7/20-no response left card, still no response. 50 psi at outside spicket. Company continues to monitor iron content of water, currently under control and flushing program continues.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Brian & Julie	Berhorst	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Paul	Bernskoetter	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05

E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Kenneth P. Betser		Republic	MO	See attached	PSC	SLR	Sent generic letter 6-23-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mark	Birmingham	Holts Summit	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Roni & Keith	Blanche	Republic	MO	See attached	PSC	SLR	Sent generic letter 6-16-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Becky	Bledsoe	Holts Summit	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Shannon	Block	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Marvin L.	Boehne	Sedalia	MO	See attached	PSC	SLR & JS	Sent generic letter 7-8-05. (JS) phone conversation 7/18; explained break repairs typically not notified. Landscaping issue mentioned to Company, but is not a requirement.
Letter	Sewer	Aqua Missouri, Inc. (RU)-(Sewer)	David	Bond	Shell Knob	MO	See attached	Both	SLR	Sent generic letter 6-27-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Thomas & Kathy	Boyer	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Jim	Brabec	Shell Knob	MO	See attached	OPC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
E-mail	Sewer	Aqua Missouri, Inc.	David L	Brazie	Laurie	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Shannon	Brenneke			See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jim	Brocksmith	Holts Summit	MO	See attached	PSC	SLR & JS	Sent generic letter 7-7-05. (JS) sent e-mail 8/23 but no response. Company says it is not a JC crew but contracted service when necessary.
Letter	Both	Aqua Missouri, Inc. (CU)-(Water)	Mike	Brosch	Sedalia	MO	See attached	Both	SLR	Sent generic letter 6-16-05
e-mail	Water	Aqua Missouri, Inc. (CU)-(Water & Sewer)	Michael	Brown	Eugene	MO	Dark water and chlorine odor in water.	PSC	JS	Site visit 7/20. Company continues to monitor iron content of water, currently under control and flushing program continues.
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Priscilla	Brown	Tulsa	OK	See attached	Both	SLR	Sent generic letter 6-16-05

Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Robyn Brown	New Bloomfield	MO	See attached	Both	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	William Brown	Lee's Summit	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Dr. & Mrs. Paul S. Brown	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Linda Brubaker	Jefferson City	MO	See attached	PSC	SLR & BN	Sent generic letter 7-1-05. (BN) Did not respond to messages left on answering machine.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Roger & Jerene Buckman	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Lela Bunch	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 11-01-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Bill Burgin	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-16-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Wilbur Burton	Jefferson City	MO	See attached	Both	JS	Company feels odor was caused by duckweed control measures and should be resolved.
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Don & Ann Butler	Hollister	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Carl & Gloria Cain			See attached	OPC		No address
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ronald F. Carroll	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-27-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jack & Lisa Cartee	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Arnold O. Chantland	Toledo	IA	See attached	PSC	SLR	Sent generic letter 6-27-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Ray & Sheila Chapin	Warsaw	MO	See attached	PSC	SLR	Sent generic letter 7-13-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Peter & Karen Clogston	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Wayne & Mary Coleman	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ann Colter	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 11-01-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Earl Compton	Cheney	KS	See attached	PSC		No address
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Brian & Peggy Conley	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Larry & Sandra Coorts	Branson	MO	See attached	PSC	SLR	Sent generic letter 7-1-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Creighton & Diane Cox	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05

Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Wayne	Crawford	Shell Knob	MO	See attached	PSC	BN	Contacted the customer and resolved the complaint.
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Joseph	Crowe	Jefferson City	MO	See attached	PSC	SLR & JS	Sent generic letter 7-7-05. (JS) Company continues to monitor iron content, currently under control and flushing program continues.
Letter	Sewer	Aqua Missouri, Inc. (RU)-(Sewer)	Pamela	Crumpley	Warsaw	MO	See attached	Both	JS	Site visit 7/19. No answer, left card to call to discuss. No response. No phone number. System inspected by MDNR 8/05 and no deficiencies noted.
Letter	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Birtie	Cunningham	Gravois Mills	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	David	Dalton	Hollister	MO	See attached	PSC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Laura	Dampf	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	James A	Davidson	Branson	MO	See attached	PSC	SLR	Sent generic letter 6-16-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Keith & Eunice	Davis	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Joan	DeMell	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 6-16-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Jim & Kelli	Dickey	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mr. & Mrs. Mitch	Distler	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Mike	Doty	Warsaw	MO	See attached	PSC	JS	System inspected by MDNR 8/05-no deficiencies noted. Recommended flushing program to Company.
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kevin	Dulle	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Eric & Joan	Dulle	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Douglas R.	Dunwiddie	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Robert & Mary	Eicholz	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 7-7-05

Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Ronald	Eicken	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-8-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Craig	Engelbrecht	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Bob	Engle	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-27-05
Letter	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Pat	Evans	Laurie	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (RU)-(Sewer)	Max	Evans	Jefferson City	MO	See attached	PSC		No address
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jim	Farthing	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Marvin & Anita	Feldman	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Richard	Felleti	Holts Summit	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Martha	Fiser	Gravois Mills	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Richard	Fisher	Jefferson City	MO	See attached	PSC	SLR	Petition was attached. Generic letter was sent to each household.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mark	Flippin	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-27-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Curtis D.	Fox	Warsaw		See attached	PSC	JS	7/18 e-mail sent to discuss further. No response. System inspected by MDNR 8/05-no deficiencies noted. Recommended flushing program to company.
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Gregory	Francis	Holts Summit	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Mrs. John	Frank	Gravois Mills	MO	See attached	PSC		No address
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mike	Frank			See attached	Both	JMR	Responded by e-mail 11-01-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	James	Fry	Republic	MO	See attached	PSC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.

Telephone	Water	Aqua Missouri, Inc. (CU)-(Water)	Danny	Fullington	Branson	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail & Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Rollan	Garrison	Jefferson City		See attached	Both	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Brenda	Gierke	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-16-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Jerry L.	Gillum	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Janet	Goeller	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Rachelle & Pash	Goodin	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jeff & Debbie	Green	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Shirley	Greil	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 11-01-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Dixie S.	Hammond	Sedalia	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Derril	Harms		MO	See attached	PSC	JMR	Responded by e-mail 11-01-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Mary Lou	Harp	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	F	Harris	Gravois Mills	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Donald & Betty	Hartel	Kearney	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Paul	Hauser	Warsaw	MO	Low pressure and chlorine odor in water.	PSC	JS	System inspected by MDNR 8/05-no deficiencies noted. Recommended flushing program to Company. 40 psi at outside spicket on 7/19.
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Shanon	Hawk			See attached		JMR	Responded by e-mail 11-01-05
PC	Water	Aqua Missouri, Inc. (RU)-(Water)	Curtis	Heaper	Warsaw	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Gary Christina	Heaviland Neff	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-16-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Dale & Cindy	Hedrick	Branson	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Michael	Heisler	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	David R	Hendrickson	New Bloomfield	MO	See attached	Both	SLR	Sent generic letter 6-15-05

Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Henry & Karen	Henney	Warsaw	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Chris & Sandra	Hentages	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Carol	Hewitt	Republic	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (CU)-(Water)	Norman E	Hill	Sedalia	MO	See attached	OPC	SLR & JS	Sent generic letter 6-15-05. (JS) site visit 7/19. Customer concerned about sulphur smell, but not pressure. Recommended more frequent flushing to Company.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	David	Hoelscher	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Michael	Hoelscher	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	James	Hollaway	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Sandy	Hollaway	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-16-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Mary Ann	Horvath	Shell Knob	MO	See attached	Both	BN	Contacted the customer and resolved the complaint.
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Gary T.	Hoskins			See attached	PSC	JMR	Responded by e-mail 11-01-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mike	Hughes	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Michael D.	Irwin	Holts Summit	MO	See attached	Both	SLR	Sent generic letter 6-27-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Paul & Winifred	Ittner	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-22-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Matt	Jarrett	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-16-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Brad & Tina	Jenkins	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Julie A	Jerozal	New Bloomfield	MO	See attached	Both	SLR	Sent generic letter 7-1-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	John D.	Jurgensmeyer	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	J. Douglas & Loretta	Kehr	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Bob & Debbie	Keller	Branson	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
E-mail			Vern & Rita	Kelsey			See attached	OPC	SLR	Sent generic letter 6-15-05

E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Keith	Kempker	Holts Summit	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Betty	Keown	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	John & Susan	Kerrigan	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Kim	Kirkpatrick	Shell Knob	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Kathie	Kitchens	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-8-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Brad & Sandy	Kliethermes	New Bloomfield	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Michael R.	Kraus	Fostoria	OH	See attached	PSC	SLR	Sent generic letter 6-16-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Bob & Wendy	Kraus	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Fax	both		Laura	Kresse	Sedalia	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ann	Kriegshauser	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Steven	Kroner	Jefferson City	MO	See attached	PSC	JS	Site visit 7/21. Confirmed sinkhole near MH. Confirmed work completed on 11/2.
Letter	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Louise	Kubick	Laurie	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	June	Kuechler	Branson	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Joseph R.	Labella		MO	See attached	PSC	JMR	Responded by e-mail 11-01-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	John	Langston	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-13-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Tom	Largent	Holts Summit	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Dolores	Lauf	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Tom	Lavelly	Shell Knob	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Doris & Richard	Lawrence	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	James Robert	Lea	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Telephone	Water	Aqua Missouri, Inc. (CU)-(Water)	Ambrose	LeBeau	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05

Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Viola C	Lepper Trust	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Robin	Lessley	Sedalia	MO	See attached	PSC	JS	Phone message left 7/18-no response. Recommended more frequent flushing to Company.
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Nola P.	Lewellen	Sedalia	MO	See attached	OPC	SLR	Sent generic letter 6-27-05
E-mail			Sam	Lewers			See attached	OPC	JMR	Responded by e-mail 11-01-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	David R. & Rebecca JO	Long	Ozark	MO	See attached	Both	BN	The main is looped and the Company will talk to him.
Letter	Sewer	Aqua Missouri, Inc. (RU)-(Sewer)	J.R. & Norma K.	Lovell	Gravois Mills	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Gary	Lower	Warsaw	MO	See attached	OPC	SLR & JS	Sent generic letter 6-15-05. (JS) telephone call 7/18 same issues. System inspected by MDNR 8/05-no deficiencies noted. Recommended flushing program to Company.
E-mail	Both	Aqua Missouri	Peter & Linda	Luckcuck	Sedalia	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Fax	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ken	Lueckenotte	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Bernard & Rochelle	Luetkemeyer	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Marie	Mabbott	Sedalia	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Cynthia	Magruder	Sedalia	MO	See attached	PSC	SLR	Sent generic letter 7-13-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Lawrence	Mahoney	Shell Knob	MO	See attached	Both	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Mr. & Mrs. Thomas	Malicki	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	T & J	Marine			See attached	PSC	JMR	Responded by e-mail 11-01-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Mike & Helen	Marker	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	G.A.	Martensen	Shell Knob	MO	See attached	OPC	SLR	Sent generic letter 7-7-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Karen R. & George L.	Mauger	Hollister	MO	See attached	Both	SLR	Sent generic letter 6-27-05

E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Charlie McConnell	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Carolyn McCurley	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Telephone	Sewer	Aqua Missouri, Inc. (RU)-(Sewer)	Robin McKee	Sedalia	MO	See attached	PSC	JS	Site visit 7/19. Large tree near main likely has roots causing blockage. Area routinely jetted by Company. Recommended more frequent flushing to Company.
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	James R. Mead			See attached	PSC	JMR	Responded by e-mail 11-01-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Pat Meergen	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	William & Donna Melcher	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Floyd Meyer	Branson	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	A. Meysami	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Jack & Dorothea Miller	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Susan Miller	Holts Summit	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Arlin L. Miller	Branson	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (RU)-(Sewer)	Eileen & Meryn Moellor	Laurie	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	John & Patricia Morgan	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Telephone	Water	Aqua Missouri, Inc. (CU)-(Water)	Dr. & Mrs. Joseph Morris Dean	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Jan Netolicky	Shell Knob	MO	See attached	Both	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mike & Vicky Niekamp	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Paula Niemeier	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-8-05

Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Angie	Norris	Jefferson City	MO	See attached	OPC	SLR & JS	Sent generic letter 6-15-05. (JS) Spoke to customer on 7/21. Company feels odor was caused by duckweed control measures and should be resolved.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ida A.	O'Donnell	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	John E. & Anne	Ogle	Shell Knob	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Daryl	Oldvader	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Gary	Onarheim			See attached	PSC	JMR	Responded by e-mail 11-01-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Emil G.	Ortmeyer Jr.	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-16-05
Telephone	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Dick	Otke	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kenny	Otto	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Thomas	Parish	Warsaw	MO	See attached	PSC	JMR	Talked to via telephone on 6-13-05.
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	John	Patterson	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Fax	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kamla	Payne		MO	See attached	PSC		No address
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Darrell	Penberthy	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kathy	Poff	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Dennis L.	Proffitt	Hollister	MO	See attached	OPC		No address
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Marion W	Pruitt	Sedalia	MO	See attached	Both	SLR	Sent generic letter 7-1-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Brad	Rackers		MO	See attached	PSC	JS	Sent e-mail 7/7. Company feels odor was caused by duckweed control measures and should be resolved.
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ed	Rackers	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mary	Rademan	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05

E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Marvin L. Reese	Shell Knob	MO	See attached	PSC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Marvin Register	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Melody Reichel	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	George Reinhard	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-22-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Roger L. Reinhard	Shell Knob	MO	See attached	PSC	JMR	Responded by e-mail 11-01-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Judy Reynolds	Shell Knob	MO	See attached	Both	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Truby Rhodes	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Ron Rice	Hollister	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Dave Richardson	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Helen Riddle	Branson	MO	See attached	Both	SLR	Sent generic letter 6-27-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Robert J. Roberts	Pittsburg	KS	See attached	Both	SLR	Sent generic letter 6-16-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Carl Roettgen	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-27-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Charles D. Rogers	Warsaw	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (RU)-(Sewer)	Barbara L. Rooney	Gravois Mills	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Jean Ross	Laurie	MO	See attached	Both	SLR & JS	Sent generic letter 6-22-05. (JS) Called 7/13 and site visit 7/14. Evidence of manhole/main work. Company replaced problem section, which was improperly installed by developer.
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Don A. & Shirley J. Rowe	Sedalia	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Gale & Cindi Saltzgeber	Hollister	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Steve Sapanas	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Patricia Sapp	Holts Summit	MO	See attached	Both	SLR	Sent generic letter 6-16-05

Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Rita L.	Schening	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-8-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Gene & Carolyn	Schmidt	Shell Knob	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Allen	Schodde	Republic	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Mr. & Mrs. John D.	Schrimpf	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Len & Cathy	Schroeder	Jefferson City	MO	See attached	PSC	JMR	Responded by e-mail 11-01-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	John	Schumert	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Gilbert	Schwartz	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Wayne E.	Seybold	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Evan C.	Shark	Branson	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Jerry & Bonnie	Shelton	Shell Knob	MO	See attached	Both	SLR	Sent generic letter 6-27-05
Telephone	Water	Aqua Missouri, Inc. (CU)-(Water)	Paul	Shoehr	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Elaine	Short	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-27-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Mike	Singer	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Vicky	Siverly			See attached	PSC	JMR	Talked to via telephone on 6-09-05.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	William & Linda	Smittle	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Terry & Karen	Sontag	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Angela	Spellman	Holts Summit	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Margaret B.	Spraker	Gravois Mills	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Randy & Mandi	Steinlage	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Mr. & Mrs. Frank	Stephens	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Colin & Maureen	Stitt	Branson	MO	See attached	Both	SLR	Sent generic letter 6-16-05

Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Rita & Tom Storey		Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Gary & Christy	Strope	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Darrel	Stuteville	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Lehman Acres	Subdivision	Jefferson City	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Helen M	Sullivan	Republic	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
E-mail	Both	Aqua Missouri	Dan & Donna	Swearengin	Sedalia	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Fax	Water	Aqua Missouri, Inc. (RU)-(Water)	Anne	Symington	Hollister	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Terry	Tanner	Republic	MO	See attached	OPC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Leslie	Tanner			See attached	PSC	JMR	Responded by e-mail 11-01-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	David	Tellman	Jefferson City	MO	See attached	OPC	SLR & JS	Sent generic letter 6-15-05. (JS) No phone number. Company feels odor was caused by duckweed control measures and should be resolved.
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Russ	Terry	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Telephone	Water	Aqua Missouri, Inc. (CU)-(Water)	Dr. Darrel	Thomas	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jason & Jennifer	Thompson	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Mary A.	Thompson	Eugene	MO	See attached	PSC	SLR	Sent generic letter 7-13-05
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Jim	Tone	Lexington	IL	See attached	OPC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Ordon	Tummons	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 6-27-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Dora A	Tummons	Shell Knob	MO	See attached	PSC	SLR	Sent generic letter 7-1-05

Letter	Both	Aqua Missouri, Inc. (CU)-(Water & Sewer)	Ardyth	Turner	Sedalia	MO	See attached	PSC	SLR & JS	Sent generic letter 6-15-05. (JS) left phone message 7/18. No answer at office visit 7/19. Company fixes leaks as they occur and replace known problem sections. Landscaping done to best of ability.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ray & Lori	Twehus	Holts Summit	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Letter	Sewer	Aqua Missouri, Inc. (Development)-(Sewer)	Steve & Norma	Underwood	Laurie	MO	See attached	Both	SLR	Sent generic letter 6-22-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Jim & Tammy	Vanderborg	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Bill & Jennifer	Vanderpool	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Telephone	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ron	Vanloo	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Kyle & Gwen	Vieth	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Lynda	Vonhalen	Branson	MO	See attached	Both	SLR	Sent generic letter 7-7-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Don	Wagner			See attached	PSC	JMR	Responded by e-mail 11-01-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Don & Pat	Waits	Shell Knob	MO	See attached	Both	SLR	Sent generic letter 6-27-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Steve & Judy	Walkenbach	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Timothy	Welte	Republic	MO	See attached	PSC	SLR	Sent generic letter 7-7-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)	Kenny & Marcia	Wheeler	Republic	MO	See attached	PSC	SLR & BN	Sent generic letter 6-15-05. (BN)-Contacted person and resolved their complaint.
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Pamela K.	Wheeler	Jefferson City	MO	See attached	PSC	JS	No backups in past 2 years. Company feels odor was caused by duckweed control measures and should be resolved.
Letter	Both	Aqua Missouri, Inc. (CU)-(Water & Sewer)	Mildred J.	White	Sedalia	MO	See attached	PSC	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Steve & Brenda	Wilkinson	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05

Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Danny G. Williams & Lynda S		Jefferson City	MO	See attached	Both	SLR & JS	Sent generic letter 6-15-05. (JS) Site visit 7/28. DOH required area homes to hook on to system due to failing septic tank.
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Ronald & Benecia	Williams	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
E-mail	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	T	Wilson		MO	See attached	OPC	JMR	Responded by e-mail 11-01-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Dawne & Gene	Wiseman	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
Letter	Water	Aqua Missouri, Inc. (CU)-(Water)	Shirley & John	Wood	Jefferson City	MO	See attached	Both	SLR	Sent generic letter 6-15-05
E-mail	Water	Aqua Missouri, Inc. (RU)-(Water)		Wyant			See attached	PSC	JMR	Responded by e-mail 11-01-05
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Mark & Lisa	Young	Branson	MO	See attached	PSC	SLR	Sent generic letter 7-1-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	Patrick & Mona	Young	Jefferson City	MO	See attached	OPC	SLR	Sent generic letter 7-1-05
Letter	Sewer	Aqua Missouri, Inc. (CU)-(Sewer)	William	Zeaman	Holts Summit	MO	See attached	PSC	SLR	Sent generic letter 6-16-05



Commissioners

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Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

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COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

July 1, 2005

Mr. & Mrs. Dan Adams
398 Bayshore
Shell Knob, MO 65747

Dear Mr. & Mrs. Adams:

SUBJECT: Aqua Missouri, Inc. Utility Rate Increase Request

I am sending this letter in response to the comments you submitted regarding the above-referenced subject. Please be advised that the rate increase request you commented upon is simply that, a request by the Company. A rate increase will not occur unless the Commission approves one, and that will not happen unless the Staff of the Commission has submitted a recommendation for approval of an increase to the Commission.

The Staff is currently auditing the Company's books and records to determine if it believes a rate increase is warranted. The Staff is also conducting reviews of the Company's service charges and connection fees, the Company's operation of its utility facilities, the Company's business operations and the Company's tariff provisions to see if any changes regarding those matters are warranted. When the Staff's audit and reviews are completed, the Staff will work with the Company, and the Office of the Public Counsel, in an attempt to reach an agreement regarding the Company's request.

If at least the Staff and the Company reach an agreement regarding the Company's request, proposed tariff revisions, a written agreement and a Staff recommendation for approval of the tariff revisions and the agreement will be submitted to the Commission for its consideration. Depending on whether the Public Counsel joins in the agreement, if one is reached, a notice regarding the results of the agreement may or may not be sent to the Company's customers. If an agreement regarding the Company's request is not reached between at least the Staff and the Company, no rate increase will occur.

Thank you for taking the time to submit your comments regarding the Company's request, and again please note that a rate increase will not occur unless the Commission approves one.

Sincerely,

A handwritten signature in cursive script that reads "James M. Russo".

James M. Russo
Assistant Manager – Rates
Water & Sewer Department