

June 16, 2023

Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102
pscinfo@psc.mo.gov

Re: Confluence Rivers Rate Increase

To Whom It May Concern:

We received a letter from Confluence Rivers stating that they have submitted a request to the MoPSC for an increase in water and sewer rates to their customers. The water bill increase proposal is 205.4% and sewer increase is 320.7% - for a total rate increase of 526.1%!

As residents of the Terre du Lac community in Bonne Terre, Missouri, we strongly oppose this proposed increase. This will place a hardship on our household. While Confluence Rivers touts in their letter that they've made improvements totaling \$29,000,000 across Missouri, we do not know how much of that amount, if any, has been made to Terre du Lac. While we know that some residents have received new septic tank systems, we have not. They actually brought out a new septic tank last year and dropped it off in our driveway, where it sat for several weeks. They then came and picked it up. We've called about this, asking if our tank is going to be replaced, and we've been told that the work is on hold indefinitely, and no new tanks are being installed. Therefore, we have not seen any direct upgrades to our residence for water or sewer, yet we're at risk for paying over 520% increase in our bills! Outrageous!

We respectfully ask that you do not approve Confluence Rivers' request for this substantial rate increase, as it puts a financial hardship on us as residents of the Terre du Lac community.

Sincerely,

Mark and Kelly Culver
532 Laree Place
Bonne Terre, MO 63628