

Missouri Public Service Commission

Public Comments Report

QS-2008-0005

Aqua Missouri, Inc. (CU)-(Sewer)

Unique Comments Received **157**
Duplicate Comments Received **4**
Total Comments Received **161**

Date : 1/29/2008

Item	First Name	Last Name	City	State	Public Comments	Office	Staff Person	Resolution
P200800366	Vernon	Adams	Jefferson City	MO	(ddw)Customer opposes rate increase/ service is too poor and previous rate increases have not improved anything including the lagoon/ customer says sewer is same as in 1976/	PSC	JS	Staff is investigating.
P200800583	Ryan	Austin	Jefferson City	MO	(ddw)Customer opposed on grounds of amount requested/ customer has septic first on line before sewer gets it that he has to maintain himself/ customer thinks rate is already ridiculous.	PSC	JMR	Letter sent 1/24/08
P200800591	Linda	Beardsley	Holt Summit	MO	(ddw)Customer opposed to increase and irate over Aqua reps coming to area and doing nothing but sit in their trucks for sometimes up to 3 hours and do nothing/ customer says she has documentation of the lack of activity.	PSC	JMR	Letter sent 1/28/08
P200800586	Marvin	Berendzen	Jefferson City	MO	(JMR) Customer opposes the size of the rate increase. Company just raised rates last year. Hopes Commission does not grant this large of an increase.	PSC	JMR	Discussed request letter with the customer on 1/17/2008.
P200800590	Richard	Bodie	Holts Summit	MO	customer against the increase that the company is asking for; 128.75% is outrages	PSC	JMR	Letter sent 1/24/08
P200800397	Randy	Boeckman	Jefferson City	MO	understand an increase but they are doubling the rate that is too much; I don't understand that; against the increase	PSC	JMR	Letter sent 1/10/08
P200800403	Bonnie	Brandt	Jefferson City	MO	they just got a raise not too long ago they do not need another one; this is outrageous onthe amoun they are asking for.	PSC	JMR	Letter sent 1/10/08
P200800545	Curt	Brumley	Eugene	MO	(ddw)Customer opposed/ 128% is excessive to even ask for, much less grant/ normal business would	PSC	JMR	Letter sent 1/16/08

P200800523	Wilbur	Burton	Jefferson City	MO	Co.said that they have spent \$700 per customer; they have done nothing to improve the system that I am on;rate increase is ridiculous I use 1500 gals a month and company has no rate for residence only commercial	PSC	JMR	Letter sent 1/16/08
P200800336	Darlene	Buschjost	Jefferson City	MO	(ddw)Customer feels that increase is way too much/ customer says her salary does not increase 128% so she feels that Aqua's should not either/ customer would be unopposed for a small increase but not this	PSC	JMR	Letter sent 1/10/08
P200800563	Sharon	Cardwell	Jefferson City	MO	(ddw)Customer opposed to increase/ sewer not working properly and received no help from company/	PSC	JMR	Letter sent 1/28/08
P200800389	Bob	Colvin	Jefferson City	MO	I already pay 30.00 sewer bill that is twice more than	PSC	JMR	Letter sent 1/10/08
P200800603	Linda	Dappen	Holts Summit	MO	customer oppose rate increase;			
P200800338	Todd	Doerhoff	Jefferson City	MO	(ddw)Oppose increase due to excessive amount requested/ service is too poor to warrant an increase until they get it right/ pumps are too loud at Sewage plant as well.	PSC	JS	Staff is investigating.
P200800456	Greg	Dorse	Jefferson City	MO	what company is asking for is to aggressive	PSC	JMR	Letter sent 1/16/08
P200800543	Del	Eshelman	Sedalia	MO	(ddw)Customer opposed to increase since so soon since last increase/ feels not getting enough service for his dollar/ has not seen any improvement in service/some areas in his subdivision have low water pressure.	PSC	JMR	Letter sent 1/16/08
P200800337	Jim	Findlay	Jefferson City	MO	(ddw)Customer opposed to rate increase/ seems to excessive/	PSC	JMR	Letter sent 1/10/08
P200800364	william	Frank	Jefferson City	MO	(ddw)customer opposed/ cusotmer wants to know what this will do to improve his service/ is this increase to help pay for other town's service?/	PSC	JMR	Letter sent 1/10/08
P200800400	Richard	Garrett	New Bloomfield	MO	5,000 gal month; why pay double for sewage; sandfiled; contained within a fence/I am paying commercial rates; this does not make sense too me/sand filtration system not a 3 logoon/against rate increase/against the rate increase.	PSC	JMR	Letter sent 2/04/08
P200800576	Karen	Gerling	Jefferson City	MO	(ddw)Customer opposed - her salary never goes up by this percentage.	PSC	JMR	Letter sent 1/24/08
P200800562	Harry	Hammond	Sedalia	MO	this is a retirement community 80 familes on fixed income this is going to be tough if they get that raise	PSC	JMR	Letter sent 1/24/08
P200800365	Brandi	Heinrich	Jefferson City	MO	(ddw)Customer wants to go on record opposing any rate increase with this company.	PSC	JMR	Letter sent 1/10/08
P200800367	Rachell	Henley	Holts Summitt	MO	(ddw)Customer opposed to this increase in the most vigorous manner possible/ says nothing can justify this increase and previous rate increases have not improved service or infrastructure/ company won't even fix gate on lagoon.	PSC	JS	Staff is investigating.

P200800359	Sydney	Hime	Jefferson City	MO	(ddw)Customer opposed to level of outrageous request/ customer has seen previous rate increases without an increase in quality of service/ too soon since last increase/	PSC	JMR	Letter sent 1/10/08
P200800330	Norma	Jones	Branson	MO	(ddw)Customer thinks increase request is ridiculous/ customer is single and uses little water and feels that the minimum charge would not come close to using enough water to justify the cost.	PSC	JMR	Letter sent 1/10/08
P200800571	Randy	Kay	Jefferson City	MO	(ddw)Customer opposed/ customer for 13 years and has never seen improvement in his area and feels that company spends money on other things and customers here do not benefit.	PSC	JMR	Letter sent 1/24/08
P200800589	David	Keller	Holt Summit	MO	(ddw)Customer opposed to increase/ Customer says Aqua trucks show up but Aqua employees never get out of truck/ no maintenance occurs/ says company wastes money and instead of increase they should improve workforce.	PSC	JS	Staff is investigating.
P200800395	Larry	Kempker	Jefferson City	MO	rates are too high; against rate increase	PSC	JMR	Letter sent 1/10/08
P200800535	Art	Linnenbrink	Jefferson City	MO	protesting against the rate increase; they went up \$5.00 last year 65.00 is crazy.; too much	PSC	JMR	Letter sent 1/16/08
P200800511	Bruce	Magee	Lohmann	MO	(ddw)Customer opposed to the amount of increase requested/ no bill should double, this is excessive/ too soon since last increase. Customer doesn't mind the occasional increase but this is wrong.	PSC	JMR	Letter sent 1/16/08
P200800354	Kelly	Morriss	Jefferson City	MO	(ddw)Customer opposed to this level of increase/ customer says his pay does not rise 128% every couple of years/ feels that commission should not ever approve a base rate this high/	PSC	JMR	Letter sent 1/10/08
P200800510	Debbie	Mummert	Jefferson City	MO	(ddw)Opposed to rate increase/ over 100% increase on anything is never warranted/ company does not serve well enough to warrant increase/	PSC	JMR	Letter sent 1/16/08
P200800374	Angie	Norris	Jefferson City	MO	why such an increase? the Lagoons smell they don't do anything to improve the service. against the rate increase	PSC	JS	Staff is investigating.
P200800362	Darlene	Oliver	Jefferson City	MO	(ddw)customer opposed/ customer feels that rate requests of this magnitude are a "crock" and should not even be considered/ customer says her son would have to move back home if rate increase was approved at this amount.	PSC	JMR	Letter sent 1/10/08
P200800470	Mathan	Oliver	Jefferson City	MO	(ddw)Customer opposed/ Thinks 128% is ridiculous and should be dismissed without debate/	PSC	JMR	Letter sent 1/16/08
P200800570	Kenny	Otto	Wardsville	MO	(ddw)Customer opposed/ feels that increase is too high to even ask for/ companies should not penalize customers for their lost revenue/	PSC	JMR	Letter sent 1/24/08

P200800407	Ralph	Poettgen	Jefferson City	MO	(ddw)Opposed/ ridiculous amount to ask for and they just had an increase in 2006/ there can be no justification for this amount of increase/	PSC	JMR	Letter sent 1/10/08
P200800530	James	Priest	Jefferson City	MO	I only use around 1,00 gals; and pay 5.23 on water; what company is asking for is ridiculous;	PSC	JMR	Letter sent 1/16/08
P200800427	Sharon	Schneiders	JeffersonCity	MO	the increase you are asking for is way to high; just do a tiny bit every years instead of such an absorbant amount.	PSC	JMR	Letter sent 1/10/08
P200800327	Al	Shawm	Jefferson City	MO	(ddw)Cusotmer opposed due to recent increase already implemented/ customer says he cannont afford this type increase coupled with other utility costs/	PSC	JMR	Letter sent 1/10/08
P200800398	Cliff	Smith	Paola	KS	see attached	PSC	JMR	Letter sent 1/10/08
P200800512	Mary	Smith	Jefferson City	MO	(ddw)Customer opposed to increase/ too soon since last increase/ no increase of triple what the current bill is is ever justified.	PSC	JMR	Letter sent 1/16/08
P200800612	Allan	Smith	Jefferson City	MO	Received letter from Company; bill to increase by \$700 per customer. 128.75 percent rate increase is absurd for a one-time increase. Bad time to be doing rate increase.	PSC	JMR	Letter sent 1/16/08
P200800390	Judy	Tamm	Jefferson City	MO	the increase is ridiculous I am against it	PSC	JMR	Letter sent 1/10/08
P200800506	Richard	Taube	Jefferson City	MO	(ddw)Cusotmer opposed/ Too large increase too soon since last increase/	PSC	JMR	Letter sent 1/16/08
P200800375	David	Tellman	Jefferson City	MO	(ddw)Customer opposed to rate increase/ 128% is an obscene request and the amount is way to high especially for homes with 2 or less people/	PSC	JMR	Letter sent 1/10/08
P200800546	Aaron	Whittle	Holts Summit	MO	(ddw)Customer opposed/ says service does not match price, never sees Aqua reps/ not sure waste water makes it into his lagoon/ increase is too high to even request.	PSC	JMR	Letter sent 1/16/08
P200800560	Jerry	Widner	Jefferson City	MO	no one should be able to raise their rates as much as	PSC	JMR	Letter sent 1/24/08
P200800361	Jeff	Wilson	Holts Summit	MO	is the company going to keep on asking for a rate increase until they get what they want? 64.00 a month for sewar is outrageous.	PSC	JMR	Letter sent 1/10/08
E-mail	Alan	Allmon	Sedalia	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail		B	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Carol & Carl	Beach	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Cindy	Benward	Eugene	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Ron	Berendzen		MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Larry & Barb	Bish	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Dustin	Bitterman		MO	See attached.	PSC	JMR	Replied via e-mail on 1/14/08.
Letter	Melvin & Patricia	Bonine	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/10/08

Letter		Briar Village Court	Jefferson City	MO	See attached.	OPC	JMR	Petition signed by 18 customers.
E-mail	Jim	Brocksmith	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Jack	Brown		MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Justin & Sarah	Bruemmer	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
E-mail	Harvey & Virginia	Burnett	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/17/08.
E-mail	Bill & Diane	Buschman	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
E-mail	Michael & Connie	Cahalin		MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Sharon	Cardwell	Jefferson City	MO	See attached.	OPC	JS	
E-mail	Kelly	Charlton		MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Carl C.	Clopton	Sedalia	MO	See attached.	PSC	JMR	Replied via e-mail on 1/9/08.
Fax	Roberta J.	Coash	New Bloomfield	MO	See attached.	Both	JMR	Letter sent 1/17/08
E-mail	Joe & Margie	Crowe	Eugene	MO	See attached.	PSC	JMR	Replied via e-mail on 1/9/08.
Letter	James	Davenport	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	Brian	Deschu	Eugene	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	James	Duenow	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
Letter	Lisa	Edmondson	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/17/08
Letter	Robert & Mary	Eichholz	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/10/08
Letter	Del	Eshelman	Sedalia	MO	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	Richard	Felleti	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/9/08.
E-mail	Kandra	Fiedler			See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
Letter	Larry & Betty	Flatt	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/16/08
E-mail	Tina	Forbis		MO	See attached.	PSC	JMR	Replied via e-mail on 1/28/08.
E-mail	Bob & Debbie	Forrest		MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Curtis	Fulton	New Bloomfield	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Shirley	Greil	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
Letter	Shirley	Greil	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/10/08
E-mail	Kay	Haarmann	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Derril	Harms		MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Shanon	Hawk	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
Letter	David R.	Hendrickson	New Bloomfield	MO	See attached.	Both	JMR	Letter sent 1/10/08
Letter	David & Linda	Hoelscher	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/10/08
Letter	Michael	Hoelscher	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	Chad S.	Inman	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/16/08.
E-mail	Michael D.	Irwin	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/28/08.
E-mail	Jeffrey	Isaacs		MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Frank	Kempker	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.

E-mail	Keith & Kirsten	Kempker	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/14/08.
E-mail	Kim	Kline		MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
Letter	Dorothy	Lauten	Jefferson City	MO	See attached.	OPC	JMR	Letter sent 2/04/08
E-mail	Richard	Lawrence	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
Letter	Nola P.	Lowellen	Sedalia	MO	See attached.	PSC	JMR	Letter sent 1/10/08
Letter		Maplewood Home Owners Association	Sedalia	MO	Petition-see attached.	PSC	JMR	Letter sent 1/24/08.
E-mail	Doug	Maroney	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/10/08.
E-mail	Erifilie	Marsh	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Mary & Donald	McGinnitey	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	James R.	Mead	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/16/08.
E-mail	Donna & William	Melcher	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
Letter	Ken	Mercer	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/16/08
E-mail	Pat	Mergen	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
Letter	Susan	Miller	Holts Summit	MO	See attached.	Both	JMR	Letter sent 1/10/08
E-mail	Joseph D	Morris	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Ted	Muenks	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Bill	Mustain	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Albert G.	Nichols	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
Fax	Judith & Richard	Novak	Holts Summit	MO	See attached.	PSC	JMR	Letter sent 1/17/08
E-mail	John	Oates	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Carla	Ousley	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
Letter	Darrell L.	Penberthy	Eugene	MO	See attached.	Both	JMR	Letter sent 1/24/08.
Letter	Gene & Debby	Peterson	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/24/08
Letter	William & Carolyn	Prenger	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/16/08
E-mail	Patty & Mike	Rackers	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
Letter	Dean	Rahn	New Bloomfield	MO	See attached.	Both	JMR	Letter sent 1/10/08
Letter	Mike & Norma	Rockhold	Holts Summit	MO	See attached.	PSC	JMR	Letter sent 1/28/08
E-mail	Michele	Rudroff		MO	See attached.	PSC	JMR	Replied via e-mail on 1/9/08.
E-mail	Cody	Rush	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
Letter	Catherine M.	Sala	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/10/08
E-mail	Stanley & Connie	Schepers	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Bev & Dan	Schepers	Lohman	MO	See attached.	PSC	JMR	Replied via e-mail on 1/9/08.
E-mail	John & Gail	Schrimpf		MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	James Len	Schroeder	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.

Letter	John	Schumert	Jefferson City	MO	See attached.	OPC	JMR	Letter sent 2/04/08
E-mail	Dianna	Sears	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Kara	Simon	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/10/08.
Letter	Carlos	Skelton	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/16/08
E-mail	Steve	Smolik		MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
E-mail	Cathy	Snodgrass	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
Letter	Terry	Sontag	Jefferson City	MO	See attached.	OPC	JMR	Letter sent 2/04/08
E-mail	Nicole	Sporleder	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/10/08.
E-mail	Troy K.	Stabenow	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/28/08.
Letter	Rita & Tom	Storey	Jefferson City	MO	See attached.	Both	JMR	Letter sent 1/10/08
E-mail	Dan	Swearingin	Sedalia	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Brad	Tennesen		MO	See attached.	PSC	JMR	Replied via e-mail on 1/17/08.
Letter	Karen	Tervo	Holts Summit	MO	See attached.	OPC	JMR	Letter sent 2/04/08
E-mail	Pat	Thomas	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
E-mail	Charles R.	Van Loo	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail		VanderFeltz	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
	Mike & Sara							
E-mail	Ryan & Jill	Verslues	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/17/08.
E-mail	Rich	Vilmer	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	Mike & Annette	Walther	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/7/08.
E-mail	John	Wells	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/10/08.
Letter	Sharon	Wenneker	Jefferson City	MO	See attached.	Both	JMR	Replied via e-mail on 1/16/08.
E-mail	Brent & Dawn	Whelan	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/22/08.
E-mail	Vicky	White		MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Danny G. & Lynda S.	Williams	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
Letter	Mary	Williams	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/10/08
E-mail	Thomas	Wilson		MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
Letter	Dexter & Crissy	Wilson	Jefferson City	MO	See attached.	PSC	JMR	Letter sent 1/16/08
E-mail	Philip & Carol	Workman	Holts Summit	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
E-mail	Patricia	Zavitz	Jefferson City	MO	See attached.	PSC	JMR	Replied via e-mail on 1/2/08.
Letter	William	Zeaman	Jefferson City	MO	See attached.	Both	JMR	Replied via e-mail on 1/9/08.

QS-20008-0005

E-mails Received

By The

Water & Sewer Department

Russo, Jim

From: Alan Allmon [aaall46@yahoo.com]
Sent: Sunday, January 06, 2008 2:55 PM
To: Water.Sewer
Subject: Maplewood Aqua

This is in reference to QW-2008-0004 and QS-2008-0005.

My husbands office is in the area that is asking to increase their rates for water and sewer. Our rates now seem to be disproportionate to the amount of water that our office uses. We are a small general practice (family physician) that has of course no laundry, showering ,cooking or gardening and yet our rates are nearly the same as our home which is serviced by the city of Sedalia. A 50% rate of increase and a 35% increase will cause hardship on a number of folks and I would ask you to consider not allowing that much of an increase. Thank you, Linda Allmon

Looking for last minute shopping deals?

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Russo, Jim

From: B [newtogardening@yahoo.com]
Sent: Sunday, January 06, 2008 7:44 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Proposed sewer increase in Jefferson City District

As a home owner in the Aqua Missouri sewer service area, I received a letter informing me of their proposed rate changes. I feel the new rates are extremely excessive and out of line with other sewer charges. I also own another home in the Jefferson City area and the current residential charges are in-line with what I pay at my other home. I feel the proposed rate increase should not be allowed causing outrageous charges for sewer services.

Thank you.

Concerned Resident.

Be a better friend, newshound, and know-it-all with Yahoo! Mobile. [Try it now.](#)

1/7/2008

Russo, Jim

From: CARL AND CAROL BEACH [candccarolers@embarqmail.com]
Sent: Saturday, January 05, 2008 11:37 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: AquaMissouri sewer rate hike

I am not sure if this proposed rate hike actually involves us, but because we do pay \$27.75 per month to Aqua Missouri for our sewer service, I will assume it does.

We wish to protest an increase of this magnitude. We live in Shagbark Woods, a very small subdivision of 27 homes. We have a small treatment plant which takes care of the homes on the circle. Since this subdivision has been in existence for approximately 30 years, I'm sure the treatment fixture has been paid for many times over. In addition, to my knowledge the company does not maintain the drain lines coming from the individual homes. I cannot imagine that it can cost over \$1700 a month to maintain the system out here. This proposal takes unfair advantage of the folks here who are not at liberty to put in septic tanks or lagoons because of the neighborhood rules, and are stuck with whatever exorbitant fees this company wants to levee. This increase would make sewer the most expensive utility we pay with the exception of electricity, which when put in perspective of the amount of service used is also less expensive.

We understand the fact that everything costs more now, and that prices must keep up with inflation, but I believe a 129% increase per month is close to extortion.

Sincerely,

Carol & Carl Beach

2602 Shagbark Circle

Jefferson City, Mo 65109

573-636-9323

1/7/2008

Russo, Jim

From: C Benward [e9retfin@peoplepc.com]
Sent: Thursday, December 27, 2007 11:14 PM
To: Water.Sewer
Subject: Reference Numbers: QW-2008-0004 and QS-2008-0005 (AQUA)

Public Service Commission
ATTN: Water/Sewer Department

REFERENCE: QW-2008-0004 and QS-2008-0005

Here we go again, AQUA! Poor service, local public hearing, rate increase last year, Drinking Water Primacy Fee collection error, and now another proposed water/sewer increase. No wonder the Ahart family residence installed their own well and septic tank, or, did Mr. Becker promote it.

As a single-head-of-the-household Lake Carmel resident, I am against the water rates increasing by 50.45% and the sewer rates increasing by 128.75% that AQUA is seeking in order to recover their capital and operating expenses.

Cindy Benward
Lake Carmel Estates
8704 North Shore Drive
Eugene, MO 65032-2073
573.496.3908

Russo, Jim

From: Ron Berendzen [theberendzens@embarqmail.com]
Sent: Sunday, January 06, 2008 8:31 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Rate hike

Ref.# QS-2008-0005

I am contacting you in regards to the rate hike that Aqua Missouri, Inc. is trying to impose on it's customers which includes the neighborhood that my family lives in. Aqua MO is proposing a rate hike of 128.75% which is astronomical. I strongly oppose this rate hike. I am a business man myself and I do understand that prices do rise but if I were to raise my prices by 128.75% I would not have a business left. They claim that they need to recoup costs of upgrades and repairs to their equipment. Are they trying to recoup the money in one or two years? The money should be recouped over the estimated amout of time that the equipment will last. I appreciate your consideration in this matter and can be reached at theberendzens@embarqmail.com or 573-619-2274.

Thank you.

Sincerely,
Ron Berendzen

1/7/2008

Russo, Jim

From: bskybehr@peoplepc.com
Sent: Wednesday, January 02, 2008 12:08 PM
To: Water.Sewer
Cc: bskybehr@peoplepc.com
Subject: [Released] [SPAM? 90] RATES INCREASED BY 128%

Dear: Water/Sewer Dept.

I don't think this is right by raising our rates up by 128 % .That is unheard of most people wont be able to pay this bill then what. An when they cant pay this bill on time it will be late or overdue then what . I think that if you raise it buy 50%.

Your water/sewer dept. will be better to your customer. After all the customer is always number one list.

Cant you look at better ways to serve us at the same or little higher rate. Lets get real 128% IS JUST BLOWING THIS RATE INCREASED WAY OUT OF THE WATER. Everyone wants more money our family did not get any more money to pay these kinds bills. I will have an very hard time paying this bill

Per month or is this bill per month may be its for every 3 month like our trash bill. By the way the trash bill is around THE SAME PRICE FOR EVERY 3 MONTHS. **WAITING TO HEAR FROM YOU SOON ABOUT THIS INCREASED**

Thank you for hearing my coments

E-MAIL is

Address is: Larry& Barb Bish

bskybehr@peoplepc.com

3800 Loat Valley Lane

Jefferson City MO 65101

Phone # is: (573) 395-4063

1/7/2008

Russo, Jim

From: Saphirebitt@aol.com
Sent: Thursday, January 10, 2008 7:51 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Fwd: Aqua rate increase
Attachments: Aqua rate increase

Start the year off right. Easy ways to stay in shape in the new year.

1/14/2008

Russo, Jim

From: Saphirebitt@aol.com
Sent: Wednesday, January 09, 2008 9:05 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Aqua rate increase

Dear Sir or Madam,

This email is regards to the Aqua Missouri, Inc's rate increase. Although rate increases are expected from time to time a rate increase of 128.75% is outrageous. I believe it will be a hardship not only for my family but for other families as well. There was a rate increase of approximately 20% just a year ago. Perhaps instead of increasing Aqua's operating revenues they should being looking at was to operate in a more cost effective manner. The new expected rate of 63.48 seems to be an exorbitant amount for sewer costs, especially considering our sewer costs 2 years ago in Indiana were \$8.00 a month. I strongly disagree with a rate increase especially of this size and would advise this board to look into Aqua's true need for a rate increase.

Sincerely

Dustin Bitterman

Start the year off right. Easy ways to stay in shape in the new year.

1/14/2008

Russo, Jim

From: Jim & Debby Brocksmith [sawmill1@socket.net]
Sent: Thursday, January 03, 2008 8:35 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Reference Number - QS-2008-0005

I am writing concerning the proposed rate increase for Aqua Missouri, Inc. First of all, a 128.75% rate increase is absolutely absurd. How can any company even think that such an increase can be justified. I wish I could ask my boss for a 128% raise.

They were granted an increase October 2006. This increase was from \$22.53 to \$27.75 per month or a 23.2 percent. And now they want more. I remember the last rate increase proposal from them and it was originally for a very large percentage. Fortunately that was reduced but still ended up being over 23 percent.

I understand they have to maintain and upgrade their system, but why are there large bills recently? Have they been deferring maintenance so they can run up large bills to justify a large permanent increase?

This increase as proposed would be a \$35.73 per month increase. I know this would be a hardship for my family and I'm sure for those less well off than us it would be a major hardship to come up with an additional \$35 a month for the sewer bill.

I ask you to please look over their books carefully. I'm sure they may need more money, but I suspect they are asking for the moon hoping they can get what they really need. This seems to be what all of the utilities do when they first propose rate increases.

Please look out for the little guy as I trust you are doing.

Jim Brocksmith
1418 Summit View Drive
Holts Summit, MO 65043

537-896-8944

1/7/2008

Russo, Jim

From: jack brown [jbmustang2002@yahoo.com]
Sent: Sunday, December 23, 2007 11:16 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Sewer rate incease qs-2008-0005

I received a letter that Aqua Missouri Inc wants to raise the rate of our sewer bill 128.75%. Most companies and state workers are currently getting pay increases of 3% or less and usually the rate increase of our insurance takes up the majority of that. If they were going to increase the rates 3 to 4 percent to keep up with the cost of inflation I would agree. Maintenance should already be figured into their annual budget. A rate hike of this magnitude is absurd. How are working people supposed to keep up in a world where the cost of everything is going up and their incomes are not. These are the basic necessities that people have to have and they are trying to make them unaffordable. I hope the public council can look at this and realize that a increase of more than a few percent would be unjust. It is because of things like this that the middle class is disappearing.

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Russo, Jim

From: Sarah Bruemmer [sarahbruemmer07@gmail.com]
Sent: Saturday, January 19, 2008 3:55 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: In regard to Request #QS-2008-0005 (Aqua Missouri Inc. request for sewer rate increase)

To whom it may concern,

I am writing because my wife and I recently received a notice that Aqua Missouri, Inc. submitted a request in December of 2007 for a permanent sewer rate increase of 128.75% per customer. I find this request absolutely outrageous. If approved, this would increase my monthly flat rate of \$27.75 to \$63.48. When we first bought our home in June 2007 I thought the monthly rate of \$27.75 was excessive for public sewer. Any additional increase is absolutely ridiculous and would be difficult to afford since we are new home owners. An increase in rates would also lower the value of our home. I know that if I were searching for a house I would not buy one knowing that my monthly sewer bill was going to be as much as \$63. I would search for a house in another location that did not have a public sewer system, even if it did cost more.

Basically, I am requesting that you do not grant Aqua Missouri, Inc. their request for a rate increase of 128.75%. I understand they have to recover operating costs, but this request is extremely excessive and would have an adverse financial impact on those that it affects. For some people a rate increase this significant could mean less food on the table or the inability to make the required payments on their home or automobiles. I know an additional \$35.73 a month for residential customers or \$30.36 for mobile home customers (within a park) may not seem like a large amount of money, but for some people it may be.

Therefore, I ask you to consider the financial impact that this rate increase could have on Aqua Missouri customers. I urge you, please do not grant Aqua Missouri Inc. a rate increase of any percentage near what they have requested.

Thanks,

Justin and Sarah Bruemmer
2610 Shagbark Circle
Jefferson City MO, 65109

Reference Request # QS-2008-0005

1/22/2008

Russo, Jim

From: Hdvaburneop@aol.com
Sent: Wednesday, January 16, 2008 8:45 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Increase in sewer rates

We are in receipt of the notice of increase for rates by Aqua Missouri.

I guess they plan by the rule if at first you don't succeed, try, try again. Or maybe they are following the city's principal used in annexation...just keep putting the issue forth until they wear the people down and they get what they want. I sometimes wonder what part of "NO" do elected officials/corporate not understand?

Did Aqua not just receive an increase less than a year ago? I guess the % of increase was not high enough for them so they will just keep requesting till you give them what they want.

Do you think people of this city or state ever see a 128.5% increase in their income? I think not!! Yet everyone wants an increase...electric, sewer gas, medicare...If you are on Social Security you got a 2.3% increase, but they took it away by raising medicare by 3.2%...So where does the extra money come from for us to pay all these increases?

We rarely see Aqua Missouri in our neighborhood. We see them driving around town some...but we have had no problems with our system. Is additional upgrades really necessary, or just a way to upgrade, spend money that does not have to be spent..or increase the salaries of the top officials??

We do not believe that this increase is necessary and would like you to confirm that this increase is necessary.

Thank You for your consideration

Harvey and Virginia Burnett
3037 Southwood Hills Rd
JC, MO

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1/17/2008

Russo, Jim

From: William and Diane Buschman [dbbuschman@msn.com]
Sent: Saturday, January 19, 2008 4:41 PM
To: Water.Sewer
Subject: rate increase

We are writing this email in reference to request number QS-2008-0005. We strongly discourage approval of this large increase of our sewer rate. Our rates were recently raised by \$5.00 per month, and increases of this size are understandable. A rate increase of 129% is totally out of line.

The residents on the east side of Jefferson City pay approximately \$21.00 per month for sewer. It appears that our sewer bill should be similar to theirs.

Thank you for this opportunity to voice our opinions.

Bill & Diane Buschman
5716 Bradford Ct
Jefferson City, Mo 65101

1/22/2008

Russo, Jim

From: Connie Cahalin [clcahalin@hotmail.com]
Sent: Thursday, January 03, 2008 8:30 AM
To: mopco@ded.mo.gov; Water.Sewer
Subject: Aqua Missouri rate increase RE: QS-2008-0005

To Whom It May Concern:

We received the December 20, 2007 customer notice of the proposed 128% rate increase. A small rate increase might be understandable but **128%** is ridiculous. How are people supposed to be able to afford that? We, fortunately, are still working but we have neighbors who are elderly and live on a fixed income. I do hope you are not seriously considering allowing such a rate increase!! It seems to me that Aqua made a big mistake by not looking ahead and planning for such things instead of trying to recoup to make up for what they had to spend.

Thank you for your consideration of this matter!!

Sincerely,
Michael and Connie Cahalin
1729 Carol Street
Holts Summit, MO 65043
573-896-8503

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1/7/2008

Russo, Jim

From: Baker, Christina [christina.baker@ded.mo.gov]
Sent: Tuesday, January 15, 2008 9:12 AM
To: Russo, Jim
Subject: Aqua Complaint

Jim,

I have another complaint about Aqua that you may want to have looked into. Ms. Sharon Cardwell says they have had problems with sewer odors backing up into their house for over a year. She said the odor comes in for several days weekly in the Summer and about every other week in Winter.

She said they contacted Aqua and someone came and smelled the odor but said it was not the fault of Aqua. The Aqua person suggested that maybe they were not flushing their toilets. They were told since it was not the fault of Aqua, there was nothing Aqua could do.

She said they do flush their toilets and the sewer smell affects everyone on the block so it cannot be their fault.

Her contact information is:

Sharon Cardwell
2215 Ann Dee Dr.
Jefferson City, MO 65109
573-636-8099

Thanks!

Christina

1/16/2008

Russo, Jim

From: Kelly Charlton [kellylakeasphalt@sbcglobal.net]
Sent: Thursday, January 03, 2008 8:17 PM
To: mopco@ded.mo.gov
Cc: Water.Sewer
Subject: Aqua

Lewis,

This is in response to the request from AQUA for an increase for an approximately 129% increase of operating revenues. This is so ridiculous it is not even comprehensible. At what point in a given year do you realize that you need more than double the operating revenues than the previous years have produced? I am sure that the public service commission realizes that this is insane to say the least. I do not know of any taxpayer in the Missouri area that receives a 129% raise every year....I do realize that fuel has increased a bit but not 129% in a year...They should be embarrassed to even ask for an increase of this magnitude...

Thank you

Kelly Charlton

1/7/2008

Russo, Jim

From: Carl Clopton [ccclopton@hotmail.com]
Sent: Tuesday, January 08, 2008 11:05 AM
To: Water.Sewer
Subject: Rate Increase

I would like to state a few concerns about the proposed rate increase by Aqua Missouri, Inc. I fully understand that production costs have increased for everyone, especially fuel costs and labor.

I would like to remind you that those people living in Brooking Park, myself included, are retired and on fixed incomes. We cannot afford large increases in living costs. Social Security goes up a little each year, but it is taken right back with an increase in Medicare deduction. We also have to pay the increased fuel costs.

I do not expect utility costs to remain the same forever, but I would like you to see that any increase is not excessive.

Thank you;

Carl C. Clopton

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1/9/2008

Russo, Jim

From: joe and margie crowe [jomar@socket.net]
Sent: Tuesday, January 08, 2008 8:38 PM
To: Water.Sewer
Subject: QW-2008-004 & QS-2008-0005
Attachments: January 1, 2008 Aqua Missouri Letter.doc

1/9/2008

January 1, 2008

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, Missouri 65102
water.sewer@psc.mo.gov

Re: QW-2008-0004 & QS-2008-0005

Dear Sir or Madam:

My wife and I are Aqua Missouri customers. We received a letter from the company dated December 20, 2007. This letter stated the company was requesting another rate raise through the PSC. I believe this request is exorbitant. The raise requested is 50.45% on water and 128.75 % to the current sewer charge. This seems to be a standard practice with Aqua Missouri. In 2005 the company requested a 256% rate increase. The approved amount in September 2006 was 56% on water and 23% on the sewer. It appears that Aqua is trying to get to the original amount requested. Just getting there a bite at a time.

Previous discussions with PSC and DNR members said that rate increases could not be made against future upgrades. The upgrades had to be made and then requests for the rate increases should come. Aqua Missouri stated in the December 20 letter they had water and sewer main replacements, rehabilitated lift stations, upgrades to several treatment facilities including new control panels and pump, motor and blower replacements. The sewer system at Lake Carmel has no lift stations. It is a "gravity feed" system. The water system received a standpipe and pump in 2005. The last rate raise used those items as justification for the raise. In 2007 the company had to replace approximately 250 feet of collapsed sewer line and one leaking manhole in the North Shore area. Surely these items do not require a 128% increase. I believe these items fall under general maintenance procedures for the company and should be covered in the fees charged each month. In case # SC-2007-0044 Aqua Missouri stated there were 46 houses serviced in the Lake Carmel Subdivision. The current fee of \$27.75 multiplied by 46 equals \$1276.50 per month. When we installed the sewer line to our home it cost \$25 per foot to run the line and the manholes were \$500 each. Monies for the year are \$15,318. That amount covers the \$6750 required to replace the line and manhole, then nets the company \$8568.

I earlier mentioned the Becker/Aqua Missouri case #SC-2007-0044. I have concerns over some issues raised in this case. Statements about the current sewage lagoon sedimentation and how to resolve those issues bother me. One of the solutions mentioned was dredging the existing lagoons. Ms. Rush-Hale of Aqua Missouri stated this cost could be \$100,000. The decision out of this case was that the developer is responsible to upgrade the existing system to support the additional houses he planned to build. Those costs should not be imposed on the existing homeowners-sewer users but

passed to the new housing in the area. My concern is does Aqua Missouri plan to follow that edict? Or does the company look to hedge against a future possibility by requesting this large rate raise. I feel this could be a back door to give the developer what he earlier wanted, existing customers pay the upgrade to the system freeing him to make a larger profit. If the company is not planning against current or future financial outlays then the rate raise requested is purely to increase shareholder wealth.

Lastly I believe the rate raise requested by Aqua Missouri is exorbitant and ridiculous. My wife and I use about 5,000 gallons of water each month. Based on Aqua's published rate cost, if approved, our water rate would be \$24 and our sewer rate will be \$63.48. The combined total is \$87.48. Anything above the minimum will place the bill near \$100 each month. So the major question raised is, why? Aqua Missouri stated they have made upgrades to our system. By my knowledge this has not occurred. We still have the same gravity fed sewer system and we still get the same dirty water. Sediment still rings our stools each day. Anywhere water stands for any length of time a dirty ring appears. Both Margie and I look to retire shortly. The proposed water/sewer rates will negatively impact our ability to survive on reduced retirement incomes.

Respectfully,

Joseph Crowe
10225 Water's Edge Dr.
Eugene, Missouri 65032

Russo, Jim

From: jessica tregnago [jtregnago@embarqmail.com]
Sent: Friday, December 28, 2007 10:54 AM
To: Water.Sewer
Cc: brdjeff@hotmail.com
Subject: Concerned citizen

Public Serv Comm, ATTN: Water/Sewer Hello Sir:

I am writing concerning the following issue of Dec07 Request Numbers "QW-2008-0004" and "QS-2008-0005" (letter dtd 20Dec07 = w/30 day limit respond time).

I live at 8505 North Shore Dr. Eugene MO on lake carmel. I strongly oppose the rate increase proposed by the water company. To my knowledge they have already raised our rates last year. This is unfair to all residents. The rate is to great of an increase at any one time.

Thanks,
Brian Deschu

1/2/2008

Russo, Jim

From: James [jcduenow@embarqmail.com]
Sent: Friday, December 28, 2007 8:39 AM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: QS-2008-0005

Water/Sewer Dept.

It is extremely unfortunate that Aqua Missouri, Inc. would make such a request, wanting a 128.75% increase in rates. In my opinion, what I already pay for sewer is high.

No doubt, proper handling of sewage disposal is good and necessary for the health of our community. How it is done is what is important. The latest and greatest isn't always necessary nor is it necessary to upgrade everything all at once.

My recommendation is that only the bare bones minimum be done –primarily the sewer main replacements where necessary and only the critical upgrades to the treatment facilities.

Bottom line – more than a 10% increase in rates would be unacceptable.

Kind Regards,

James Duenow
1222 Mehmert Pl
Jefferson City, MO. 65101
573-761-0537

1/2/2008

Russo, Jim

From: Richard Felletti [rich-linda@embarqmail.com]
Sent: Monday, January 07, 2008 7:02 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri rate increase

This email is in regards to the proposed increase by Aqua Missouri for annual sewer operating revenue. Is this going to happen every year? An 128% increase? My S.S. increase is only 2.3%!
Our sub-division has 21 homes tied to the treatment facility that was built by the original builders in 1994 on our property. We currently pay \$582.75 monthly for the 21 homes (\$6,984.00 yearly). Are they saying this facility now needs \$1,333.08 monthly (\$15,996.00 yearly) to operate?

Another thing, why is the monthly rate we're paying the same as a Commercial & Industrial - (first 7000 gallons). I've never used 7000 gallons of water in my house that went down any sewer in one month. If I water my lawn in the summer I use that much water but it goes in the ground!

I think this is nothing but bull.

Richard Felletti
11421 Valley View Ct
Holts Summit, MO 65043

rich-linda@embarqmail.com

1/9/2008

Russo, Jim

From: Kendra Fiedler [Kendraandkids@quicknetisp.com]

Sent: Saturday, January 05, 2008 11:46 AM

To: Water.Sewer

Subject: Rate Increases

QW-2008-0004 and QS-2008-0005

I do not agree with the rate increases. I feel as if we pay enough for our water and sewer. The rates seem to have went up in the last to years anyway. 2 years ago my water bill was typically \$20 and now it is usually \$40. If the rates do get increased I feel as if a 50% increase is way to much. I recently had a water quality test done at my home and the results were nothing to be proud of. Our hard water levels were very high. Overall the water test showed that we have very poor water Quality. So please understand that a rate increase especially one of 50% is way to much and almost is ludacris. We are talking about water not oil...This is a middle-class neighborhood and a lot of us may not have the extra \$20-\$40 a month. We are families trying to make it..Not banks free for the shakin.

Thanks,
Kendra Fiedler

1/7/2008

Russo, Jim

From: ROBERT FORREST [rsforrest@embarqmail.com]
Sent: Friday, December 28, 2007 11:23 AM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: proposed rate increase reference #QS-2008-0005

QS-2008-0005

I am writing to express our extreme displeasure and utter frustration with the proposed rate increase in the sewer rates. We find it unimaginable that the company requires an increase of 128.75% under any circumstances. Their contention that it needs to be done to cover capital improvements is not sufficient to cause such a horrendous amount. If in fact they have made improvements, this is the cost of doing business and quite possibly they need to search their infrastructure to see where and how much they can cut in undue overhead. It is not a satisfactory solution to run inefficiently and simply take the easy way by increasing the rates. While this may not be a hardship for some people, I am absolutely positive it is with the elderly and underprivileged. As is obvious, this is a service that we as consumers have no option in either changing or eliminating. We are at the mercy of Aqua Missouri. We ask that this proposed rate increase be rejected and that Aqua Missouri be sent back to examine their own infrastructure for possible cost savings. Thank you.

Bob and Debbie Forrest

1/2/2008

Russo, Jim

From: Mitch [mitchv@embarqmail.com]
Sent: Sunday, December 30, 2007 9:28 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: QS-2008-0005

Good Day,

Please do not allow a 128.75% increase to my sewer charge. Besides being unfair the proposed increase is laughable. My rate to begin with is a flat charge per month no matter how little I use. Only two people live in this house, so it would never be to much. I wish I could get a 128.75% increase in my job. my expenses are going up but my pay is not. If the rate does go that high, I'll just dig a hole in my yard. That is all AQUA has for my neighborhood. A small lake,pond or puddle. No treatment plant just a hole. Thank you and have a great New Year.

**Curtis Fulton
2180 Kat Lane
New Bloomfield Mo.65063
573-491-9961**

Russo, Jim

From: shirley greil [shirleyg234@yahoo.com]
Sent: Wednesday, December 26, 2007 3:00 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: sewer

I am against this rate increase!!!!!! I am an old woman on a fixed income and live by myself. My water bill is below the sewer bill now and has been since I moved here. It (sewer) has been more than my water bill since I moved here 21 years ago. Even when I have had company the sewer bill is more than my water bill. I do not believe I should have to pay as much as a family, as they will use more than me. I should not have to sell my house because of this; but I cannot afford all these increases. The last increase was around September 2006 and that increase was \$5.22 / this increase would be \$35.73 and my water is around \$15 or \$16 a month. I am against this so I can stay in my home and not go to a facility to live unhappily the rest of my life.

Mrs. Shirley Greil
3801 Lost Valley Ln.
Jefferson City, Mo. 65101
ph.#573-395-4339

e-mail: shirleyg234@yahoo.com

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Russo, Jim

From: DKHaarmann@aol.com
Sent: Wednesday, January 02, 2008 9:31 PM
To: Water.Sewer; mopco@ded.mo.gov
Cc: DKHaarmann@aol.com
Subject: QS-2008-0005

I am writing in reference to request number QS-2008-0005.

We use the monthly Flat Rate-Residential charges. A year or so ago we paid \$22.50 per month. Then they increased the rates to the current \$27.75 per month. The proposed rate increase of 128.75% is absolutely outrageous! The fee would go from \$27.75 to \$63.48 per month. Most homeowners can't afford \$63.48 per month. Something more must be going on if they think they need that much of an increase. Can they not keep their expenses down? They have no competition to drive the price down or make the service better.

We have our own septic tank and we just tie in to the sewer system. It seems ludicrous to have to pay even the current \$27.75 per month.

Thank you for your consideration.

Kay Haarmann
2010 Woodstone Rise
Jefferson City, MO 65101

I

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1/7/2008

Russo, Jim

From: Derril Harms [lharms@embarqmail.com]
Sent: Friday, December 28, 2007 1:40 PM
To: Water.Sewer
Subject: Rate Increase 128%

Sir/Ms

I am surprised the public service commission would even entertain such a ridiculous request. I know of nothing that has increased 128% over the last two years.

This is supposed to be public utility and not a corporate profit oriented business. Over the years there have been a number of different organizations managing our sewer treatment facility. Maybe it is time to switch again to someone a lot more reasonable that knows they are a utility. In fact, I believe they recently increased their rates.

I wish I could request the public service commission to increase my retirement 128%.

1/2/2008

Russo, Jim

From: Hawk, Shanon [shawk@lewisrice.com]
Sent: Monday, January 21, 2008 2:52 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Response to Aqua MO Rate Increase
Attachments: PSC letter re sewer rate increase 1-19-08.doc

Please find attached the Lehman Acres Subdivision's response and objection to Aqua Missouri's proposed rate increase. We officially request a hearing.

Shanon Hawk
Lehman Acres Subdivision
573/230-9069

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1/22/2008

Lehman Acres Subdivision
Contact Person: Shanon Hawk
5610 Horseshoe Drive
Jefferson City, MO 65109

January 19, 2008

Sent Via E-Mail

Public Service Commission
ATTN: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102-0360

Re: Aqua Missouri Notice of Rate Increase

Dear Sir or Madam:

The members of the Lehman Acres Subdivision (LAS) strongly urge the Public Service Commission (PSC) to disapprove the 128.75% rate increase requested by Aqua Missouri for the continued maintenance of our sewer system. On December 24, 2007, some residents of LAS received from Aqua Missouri letters notifying us of the company's request for this outrageous rate increase. Several residents in our neighborhood never received the notice and first learned about it after the holidays when talking with other neighbors.

In the late 1950's, our subdivision was established and in over 20 years approximately 18 homes were built. In this subdivision, a sewer system was built and laid out by the contractors. From 1959 to 1991, the care of the sewer system and lagoon was assumed by the men and women of this small neighborhood. Every household paid \$5 per month toward the upkeep and we always had a surplus of money. The sewer system worked more efficiently than other systems taken care of by city or county governments.

In 1991, the PSC granted Helms Environmental Services the right (against our will) to run our sewer system. They immediately raised our monthly bill to \$17.20 per month. Since that time, the lagoon has passed from Helms to Capital Utilities and now it is maintained by Aqua Missouri (f/k/a Aqua Source). No one has ever paid us anything for the construction we did on this system, which is still the same system to date. It was our understanding that if Helms did not maintain control of the lagoon that it would revert back to us. We also suspect that Helms ultimately sold the system, and may have received financial compensation for this sale. We are interested to know how someone else could sell control of our system. We were never compensated when it was originally taken from us. In fact, when the system was taken from us it was because it was

determined that major work needed to be performed on the system that was beyond the financial abilities of our residents to pay. To date, that work has never been performed by any of the new "owners" of our system.

In 1996, Aqua Missouri again raised our monthly charges to \$22.53 per home pursuant to PSC approval. In 2005, Aqua Missouri sought a 116% rate increase, which we vehemently opposed. They were awarded a \$5.00 per month increase. Now, just a couple of years later, they are again seeking an increase, but this time it is 128.75% per home, per month. Why would they need such a significant increase? At the hearing 2-3 years ago, we raised concerns that Aqua Missouri had never made the improvements to our system that were originally declared to be critically necessary. After publicly testifying before the PSC that they took our system from us and then never made the promised improvements, we are outraged that they are now back seeking a 128.75% increase yet those same improvements have never been made. They did come to our neighborhood in 2007 to install new manholes. What we need, however, is for them to do the work on our system that was proclaimed a dire emergency back in 1991 (17 years ago). That being said, we are hereby requesting a hearing of the PSC on this rate increase.

We respectfully request that you consider our objection to this rate increase and grant a hearing. We look forward to hearing from you.

Respectfully Submitted,

Shanon M. Hawk

Shanon M. Hawk
Lehman Acres Subdivision

Cc: Office of the Public Counsel

Russo, Jim

From: Tina Hentges [tinahentges@hotmail.com]
Sent: Thursday, January 24, 2008 12:54 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: [Released] [SPAM? 84] AquaMissouri rate increase

To Whom It May Concern,

I am outraged of the proposed rate increase to customers with AquaMissouri! It is one thing to increase a rate by a little bit, but to increase it by 128% is ridiculous. I pay about \$63.00 every three months for garbage removal. I believe this is an unfair increase.

Thank you,
Tina Forbis

Climb to the top of the charts! Play the word scramble challenge with star power. Play now! =

1/28/2008

Russo, Jim

From: Chad Inman [cinman888@embarqmail.com]
Sent: Monday, January 14, 2008 8:21 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri Price Increase

The price increase submitted by Aqua Missouri is outlandish! If expenses are indeed climbing they should have incrementally bumped up the monthly rate. In addition, they should make certain that every person attached to their sewer lines (regarding our subdivision in Holts Summit) is on their roles and is paying for the service. It has been brought to my attention that this was not the case in the past. At any rate, a 128% increase is no where near reasonable when implemented all at once. If it is deemed that they are entitled to an increase it should be no more than 10%-15% annually. Let the company find the funding through private loans to cover their costs until they become profitable by better management and the incremental increase I suggest. If their request is to be granted I am certain there will be litigation.

Respectfully,

Chad S Inman
2542 North Lake Drive
Holts Summit, MO 65043
573 896-8870

1/16/2008

Russo, Jim

From: Mike Irwin [mikeirwin@embarqmail.com]
Sent: Wednesday, January 23, 2008 5:14 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Aqua(Missouri)America rate increase

To whom it may concern,

In this time of tight family budgets, it is incredible to me that AquaMissouri is requesting a rate increase of 128.75%. It is even more incredible to think that my household should pay more than 4.5 times for its wastewater than it does for its drinking water. It sounds a great deal like greed to me. This is especially true when considering AquaMissouri asked for an excessive rate increase just a couple of years ago. Is their plan to continue asking until they get what they want?

I recently had the "opportunity" to deal with AquaMissouri's customer service. When they changed our account numbers, they inaccurately pro-rated our rate. Of course this was in their favor. When I repeatedly contacted them regarding this discrepancy, I was told there was nothing that could be done. They only stepped up to the plate after I contacted them via the Missouri Public Service Commission. Only then was the issue resolved to my satisfaction.

I would like to thank the Public Service Commission and the Office of Public Counsel for the fine work you have done to this point. In addition, I would appreciate notification of any public meetings/hearings regarding this excessive rate increase request. In fact, any information on this requested rate increase or its status would be greatly appreciated.

Sincere thanks,

Michael D. Irwin

1860 Rabbit Run Ct

Holts Summit, MO 65043

573/896-3919

1/28/2008

Russo, Jim

From: kuhoops00@yahoo.com
Sent: Monday, December 31, 2007 1:21 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: request number QS-2008-0005

To Whom It May Concern:

Just like I'm sure everyone else is doing that received this letter, I'm just responding that I think this increase is excessive.

I can understand that AQUA needs to make more money. But due to where we live we do not have another option for sewer service, AQUA has a "monopoly" so to speak. To not have the option for another service and to raise it 128% doesn't seem right.

We've had AQUA for 2 years and already had 1 increase of approximately 25%.

We just can't keep up with the cost of living. My wife and I each receive 1 raise per year; about 2%. I can't keep up with a 128% increase.

I could go on forever here, but I'll leave it at this. I just feel this increase is extremely excessive.

Thank you for your time,
Jeffrey Isaacs

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1/2/2008

Russo, Jim

From: L J [bensmugga@yahoo.com]
Sent: Monday, January 14, 2008 1:59 PM
To: Water.Sewer
Subject: We disagree. Please deny Aqua increase in customer rates

Dear Public Service Commission Water Sewer Department,

Please deny Aqua the outrageous rate increase of 57.24% that they request.

Today across the United States people are making sacrifices, losing money in the stock market, paying high prices for gas and other necessities. Few in Missouri or anywhere else are getting more than 3% pay raise or cost of living raises.

It is insulting to learn Aqua requests an increase of that magnitude!
And, really offensive to be held hostage by the water company - a service we can't live without.

Therefore, as a company that serves the public - Aqua should not be allowed to hold us hostage. Like all Americans, they need to be creative and resourceful - not just ask for more money.

Please, deny the request. Rates are already high, the company is making a profit (profit / loss statement published by Aqua).
Thank you.

Henry & Elizabeth Jones
19051 Nixon Road
Warsaw Missouri
65355

Never miss a thing. Make Yahoo your homepage.

1/16/2008

Russo, Jim

From: FRANK KEMPKER [frankkempker@embarqmail.com]
Sent: Saturday, December 29, 2007 11:44 AM
To: Water.Sewer
Subject: [Released] Rate Increases for Lake Carmel

We own a lot at Lake Carmel with no sewer and have water hookup which we use sometimes in the summer. I feel that the rate increase that you propose for Lake Carmel is excessive at the rate of 128.75 for sewer and 50.45 for water. There must be something you can do to reduce this rate. Lake Carmel residents need a break. Thanks

Frank Kempker, lot owner
114 Palisades Drive
Jefferson City, MO 65109

Russo, Jim

From: Keith & Kirsten Kempker [thekempkers97@gmail.com]

Sent: Thursday, January 10, 2008 7:18 PM

To: Water.Sewer

Subject: QS-2008-0005

Attachments: 2008 PSC Aqua MO rate increase.pdf

<<...>>

1/14/2008

January 10, 2007

Public Service Commission
Attn: Water/Sewer Department
PO Box 360
Jefferson City, MO 65102

RE: Aqua Missouri Rate increase – Request number QS-2008-0005

To Whom It May Concern:

Aqua Missouri is at it again; requesting another ridiculous rate increase. On May 15, 2005, Aqua Missouri requested a 115.84% rate increase on residential wastewater rates. However the PSC granted a 23.17% rate increase.

I am strongly against the proposed rate. Over the years, I have seen how Aqua Missouri operates and how they seem to waste their revenue. At the public meeting held in 2005 for the proposed rate increase, I testified in front of the PSC about the mismanagement and lack of responsibility of Aqua Missouri. Have they improved their management and responsibility, in my opinion, no. I will explain below.

In our subdivision we have a recirculating sand filter that has 2 sides. The other side is for future expansion. In fall of 2002 or spring of 2003, I testified that Aqua Missouri did maintenance to the side of our subdivision treatment facility that was not in operation. They wasted time and valuable revenue that could have been used in maintenance or upgrades to other facilities. Then sometime in 2005 or 2006, Aqua Missouri decides to install the second side of our treatment facility for future development; however, to this date, there has not been any development in our subdivision. Is this the best way for them to spend their valuable revenue, no. Yet they are asking for a ridiculous rate increase. If you wonder why I am aware of this, it is because my property is right next to our subdivision treatment plant.

One thing that would help Aqua Missouri with maintenance and upgrades of facilities and or collection systems is for the PSC to allow Aqua Missouri to force developers to pay for any and all upgrades. At the current time, the PSC is firmly against this procedure. It bothers me why the PSC has this kind of attitude. Area water districts, cities and groups have policies that make developers pay for the extensions and or upgrades to their system if they want to be served or have their roads become city maintained. So why can't Aqua Missouri do the same thing? The PSC held a hearing in 2007 with Aqua Missouri about a proposed development in Quail Valley Subdivision west of Jefferson City off of Route C. The developer wanted to add lots to the current subdivision; however, Aqua Missouri's current treatment facility could not take the additional sewage. This very issue of making a developer pay for extensions and or upgrades was brought up, however the PSC said no. I wonder what the truth is behind that decision. Again, it would only help Aqua Missouri not to request rate increases if they were allowed to make developers pay. I am asking that the PSC look at the whole picture and do what is ETHICALLY correct.

Sincerely,

Keith A. Kempker
11422 Valley View Ct.
Holts Summit MO, 65043

Russo, Jim

From: KIM KLINE [kems939@embarqmail.com]

Sent: Wednesday, January 02, 2008 3:38 PM

To: Water.Sewer; mopco@de.mo.gov

To whom it may concern,

I recieved the notice by mail in regards to the potential sewer increase suggested by Aqua. The idea to raise the fee by 128.75% is ludicrous. Aqua states the increase is to support the increased operating expenses and capital improvements that were begun in 2005. Before improvements were implemented, were all parties notified, raising awareness of the potential cost increase? I do not remember receiving such notice. In checking with other individuals, if the increase is approved, Aqua will be the highest paid sewer system in Mid- Missouri. The fee is outrageous. My fear is you will have some people who may not be able to afford such a hike in fee.

Kim Kline

1/7/2008

Russo, Jim

From: Richard Lawrence [ral850@embarqmail.com]

Sent: Tuesday, January 01, 2008 1:59 PM

To: Water.Sewer

Cc: mopco@ded.mo.gov

Subject: sewer rate increase

Gentlemen: I am adamantly opposed to the rate increase proposed by Aqua MO, Inc. as submitted on 12-7-07. This is entirely out of the question. They are requesting an increase of 128.75%. We live in Cole County, Jefferson City, MO and are on a fixed retirement income and cannot afford this type of an increase. Please deny this increase. Doris and Richard Lawrence at ral850@embarqmail.com

1/2/2008

Russo, Jim

From: Reagan Honda Parts Department [reaganhondaparts@earthlink.net]
Sent: Thursday, January 10, 2008 7:46 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Request number QS-2008-0005

TO Whom It May Concern

Regarding Aqua Missouri Request for a rate hike is in my opinion outrageous. John Kleffner, owner of Kleffner Ridge Estates , lets Aqua Missouri maintain and run the treatment plant. John built and paid for the plant. A small increase in rates could be understandable but not 128.75%. I hope you will take this into consideration when reviewing their request. Thank You for your time

***Doug Maroney
6515 Kleffner Ridge Estates
Jefferson City, mo. 65101***

1/10/2008

Russo, Jim

From: Erifilie Marsh [blauberri@yahoo.com]
Sent: Wednesday, January 02, 2008 2:23 PM
To: Water.Sewer
Subject: Customer Comment re.: Aqua Missouri Inc.

This is regarding the notice dated 12/20/07 that Aqua Missouri intends to raise its sewer rate in Jefferson City by 128.75%.

I am a customer of Aqua Missouri Inc. and have lived at this address for 10 years. As I understand it, my small 'subdivision like neighborhood's' sewer includes a communal lagoon. In these 10 years I have seen no work done on our sewer system or the lagoon. And have only rarely seen vehicles marked as belonging to the company in this area. If the company has made more than \$1.2 million in improvements since 2005, definitely not here!

I strongly object to an increase of such a magnitude. If these improvement were made as much as 2 years ago, then there was planning involved and the costs and potential for rate increases should have been anticipated and customers advised accordingly. Yet nothing was done.

Like I said, I object to a 128.75% rate increase! My salary has increased by only 3% in the last year! If I could get a 128.75% pay increase - I would be at a loss for words!

Do we, the customers, have a choice? Are there other vendors we can turn to for sewer service?

My current water bill is about \$15.-/per month, my sewer bill \$27.75/per month. If this proposal is approved, my water bill will remain about \$15.-/month and my sewer bill will have skyrocketed to \$63.48/month.

I am asking that you do not approve this rate increase request.

Sincerely,
Erifilie Marsh
3404 Sycamore Lane
Jefferson City, MO 65109
573-636-5998

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Russo, Jim

From: Donjunemac@aol.com
Sent: Thursday, December 27, 2007 3:18 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: RE: Aqua Missouri, Inc. Rate Increase

Commission Staff and OPC

Please, please do not allow an increase of 128.75% as requested by Aqua Missouri, Inc.

I know things continue to go up but this is an unreasonable request and hardship on the average family and a hardship on senior citizens. In this time of high fuel costs and food prices raising an increase of this size is just very unrealistic and should not be allowed. To double the current rate would be bad enough but 128.75%? how can they think people can afford this? Please do not allow this big company to get away with this because they have a captive audience of homes and businesses. They do not need to line their pockets further at our expense. A strong look needs to be made at where they are spending all the money they already receive. As a consumer I am very concerned. I hoped to make this area my retirement home but this concerns my husband and myself greatly and maybe we need to rethink our dream area as well as some of our friends will. Thank you for your time and please consider the effects of such an increase.

Sincerely,

Mary and Donald McGinnitey
DJMAC@aol.com
Concerned Jefferson City Area Residents

See AOL's [top rated recipes](#) and [easy ways to stay in shape for winter](#).

1/2/2008

Russo, Jim

From: JMead92389@aol.com
Sent: Monday, January 14, 2008 7:46 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri Sewer Increase Request QS-2008-0005

I do not support the request by Aqua Missouri for a sewer rate increase.

The request for a 128.75% rate increase for sewer service in the Jefferson City area is outrageous. They were granted a more than 30% increase less than two years ago. There are 30 homes in our subdivision that are connected to the sewer system that is less than 10 years old. There have been no attempts by Aqua Missouri to perform any upgrades to the system. They presently receive \$9,990.00 per year to maintain this system. A representative visits the lagoon about once a week for 30 minutes. Their maintenance cost for this facility is less than \$3,000.00 per year. That equates to nearly a 200% profit at the present rate. I do understand that there are other systems that they may maintain that are not as new as this one and may be in need of repair. They made business decisions to tackle those systems and therefore we should not be punished for bad business decisions.

None of our salaries increased 128.75%. In fact, mine went up only 2%. That was less than the inflation rate.

James R. Mead
573 556-6672

Start the year off right. Easy ways to stay in shape in the new year.

1/16/2008

Russo, Jim

From: whmelcher@socket.net
Sent: Monday, January 21, 2008 6:40 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Request No. QS-2008-0005

RE: Aqua Missouri, Inc. (Aqua) requested proposed increase in current sewer rates for Jefferson City Area; Request No. QS-2008-0005

My husband and I live at 411 Highland Waye, Jefferson City, Missouri. We currently pay \$27.75 per month for sewer services through Aqua Missouri, Inc. The proposed increase of 128.75% increases the monthly rate to \$63.48 per month or a monthly increase of \$35.73. We are aware that this percentage increase is based on a relatively small dollar amount, but still do find the 128.75% increase exorbitant. The increase itself is higher than we are currently paying and over a year's time amounts to an additional expense of \$428.76. We are soon to be retired and becoming very aware of our set expenses at a lower income. A significantly smaller increase spread over several years could be more acceptable.

Your review and consideration to deny the request for this very high increase will be greatly appreciated. Thank you!

Donna and William Melcher

Russo, Jim

From: PKMergen@dstdsystems.com
Sent: Friday, January 18, 2008 3:34 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Request Number QS-2008-0005

RE: Request Number QS-2008-0005

I am writing in response to the request by Aqua Missouri, Inc. (Aqua) for a permanent increase in the sewer rates for Jefferson City. It seems like it was just yesterday that we were faced with a similar request. In fact, it was just a little over a year ago, in 2006, that Aqua requested a rate increase. While the rates did not increase as much as they had requested, in October of 2006, they did receive an increase of nearly 23%.

In our subdivision of 18 homes, which is served by a lagoon, I can't believe that it costs Aqua almost \$5000 per month to maintain and service the lagoon. Prior to Aqua and their predecessors gaining control of the lagoon in the early 1990's, the subdivision residents maintained it for less than \$50 per month, with money left over for a neighborhood picnic every year. When Aqua gained control - at very little cost to them - they talked of installing a pump station -- that has never happened. They did installed a new fence several years ago and in 2007 replaced some manholes. These two items are the only upgrades they have made to our system. Besides cutting grass and testing the lagoon (I'm assuming they do test the lagoon) they have little expense with our lagoon. They say they have made capital improvements that amount to approximately \$700 per customer. Perhaps they need to bill the customers that have had these improvements, because we haven't seen this type of expenditure in our subdivision.

In addition, one third of our subdivision residents are retired individuals living on limited, fixed incomes. I'm sure the type of increase that Aqua is requesting will be a hardship on these people. I wonder if it becomes a matter of sewage service or food and medicine what will happen. Does Aqua want customers to choose between sewage service and other necessities?

I hope in your evaluation of the company, you will review the salaries of the management of Aqua. Are their salaries in line with managers of similar sized companies? I doubt that anyone in our subdivision is making the type of salary these managers are making, and those of us who are able to work are hard working individuals. We are not sitting in an office waiting for the monthly fees to arrive in the mail.

Finally, I just want to say that while I do not want another rate increase so soon, I do realize that some operating costs have increased. But, does Aqua really need a 128.75% increase in their operating revenues? I ask that you investigate this request thoroughly and come up with a fair and adequate resolution.

Thank you,

Pat Mergen
5809 Horseshoe Dr.
Jefferson City, MO 65109
573-635-8139

Russo, Jim

From: Mitzi Morris [mitzimorris@mchsi.com]

Sent: Tuesday, January 01, 2008 3:55 PM

To: Water.Sewer

Water Sewer Dept.

We just received a notice stating that Aqua MO is trying to get a rate increase. We just went through this last year with them and they were given a \$5 a month increase which we felt was fair. Now we see that they want to raise our rates from \$27.75 to \$63.48 a month. This is outrageous!!!! Needless to say we are very much against any increase at this point and certainly one of this size. We are counting on you to help us out with this ridiculous rate increase.

Thanks

Sincerely,

Dr. and Mrs. Joseph D. Morris

2408 Lakewood Rd

JC, MO 65109

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Version: 7.5.516 / Virus Database: 269.17.13/1206 - Release Date: 1/1/2008 12:09 PM

1/2/2008

Russo, Jim

From: Ted Muenks [tedmu@osagecon.missouri.org]
Sent: Sunday, January 06, 2008 5:09 PM
To: Water.Sewer
Cc: Christina.baker@ded.mo.gov
Subject: FW: AQUA Request Numbers: QW-2008-0004 and QS-2008-0005

Hello,

My name is Ted Muenks and I am a property owner at Lake Carmel. Our sewer and water systems are run by Aqua Missouri.

It is my understanding that Aqua Missouri has submitted requests numbers QW-2008-0004 and QW-2008-0005 to raise the rates for water about 50% and for sewer about 128 %.

This would appear to any property owner of Cole County to be unreasonable and raise serious questions about the company's intentions and management.

To my knowledge, Aqua Missouri was just granted rate increases for 2007, built a water tower since operating the water system for about nine years and done minimal if any improvements to the sewer system.

Reasonable rate increases are enough for property owners to have to pay in addition to other rising costs of living.

Please help the property owners at Lake Carmel get water and sewer services at a reasonable rate as is done in other rural communities.

Sincerely,

Ted Muenks

1/7/2008

Russo, Jim

From: Bill Mustain [bmustain@socket.net]
Sent: Wednesday, December 26, 2007 9:49 AM
To: Water.Sewer
Subject: QS-2008-005

12/26/2007

This is an outrageous request. We already pay about twice the amount paid by local city customers. This increase would make the difference jump to over four times what the city people pay.

I don't see the relevance in recovering the capital improvements made over the last three years in an increase that will make that recovery in two years. I wouldn't know why they would need to make those kind of expenditures again every two years which seems to be what is being implied by this request.

It also seems outrageous in comparison to our water and electric rates. These providers also have infrastructure to improve and maintain plus they even have a resource or product to supply. This increase would make the sewer charge 3.5 to 4 times the water rate and would be equal to half as much as my electric bill for an all electric home with air conditioning.

Please deny this request and keep in mind that we had already seen a 23% increase in November 2006.

Thanks,
Bill Mustain
Southwood Hills Subd.

1/2/2008

Russo, Jim

From: Albert G Nichols [denick3@juno.com]
Sent: Saturday, January 19, 2008 12:21 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Proposed sewer rate increase

My wife and I are residents of a small subdivision, Sagebark Circle, located in Cole County. The subdivision's sewer system is maintained by Aqua Missouri Incorporated. I am writing in opposition to a proposed 128.75 percent in sewer system rates proposed by Aqua Missouri.

When the subdivision was built the developer installed the sewer system and the small treat facility for the subdivision of 31 family. The cost of the installation of the sewer system was shared by the property owners as part of the cost of building lots. Initially the property owners in the subdivision maintained the system, but later turned the system over to the county at no cost. The county maintained the system for a small fee for several years. Later the county turned the system over to a private company; Aqua Missouri (it's most resent choice of names), is currently maintaining our sewer system.

In it's request Aqua Missouri bases part of it's request for an increase on more than 1.2 million dollars in capital improvements. I don't know of any such improvements made to our subdivision's sewer system. There may have been some repairs made to or treatment facility over the years, but nothing major that I know of. The 31 families in our subdivision currently pay 10,323 dollars annually to Aqua Missouri to maintain our small system. To ask us to more than double that amount is totally unjustified. If Aqua Missouri spent 1.2 million on capital improvement, a lot of it must have been for thing not directly related to the installation on sewer systems. Even if they spend that much they are asking for nearly a 60% annual rate of return on their investment over what they are currently receiving. Most of us would feel lucky if to get more than 5% return these days.

Again I don't believe a rate hike in our sewage fees is justified. As I stated the 31 families in our subdivision is already paying \$ 10,323 annually or over \$103,230 for a ten year period. That seem like a lot money to maintain a system which we originally bought and paid for.

Albert G Nichols
3712 Oakridge Rd
Jefferson City, MO 65109

Russo, Jim

From: johnoa@att.net
Sent: Saturday, December 22, 2007 11:52 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Aqua Missouri rate increase

128.75% rate increase. You've got to be kidding. Get real. I know the game is to always ask for more then you really need, then the final approval will be more then you really need. This is a joke. What percent does the average household get in pay increases each year. 3 - 4%? And Aqua Missouri request a 128.75% rate increase. A household goes from \$27.75 to \$63.48. Since it appears they can't control their expenses, I'd suggest finding another company to compete for the sewer services, and then see if they really need an increase like they are proposing.

Being unemployed after over 30 years of working, they can contact me to work for them and enjoy some of that 128.75% rate increase. Unbeleivable. How do they expect people on fixed incomes to manage this proposed rate increase. Tell them to cut staffing, and do what others are doing, doing more with with less. I'm sure the top dogs at Aqua Missouri have a plan in place to get their share of the increase.

John Oates
1502 Grandvalley Drive
Jefferson City, MO 65101

1/2/2008

Russo, Jim

From: ousley@coler-v.k12.mo.us
Sent: Thursday, January 03, 2008 1:08 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Lake Carmel rate increase

To whom it may concern:

I live at Lake Carmel in Eugene, Missouri. I am writing in regards to the rate increase for water and sewer. I can see a slight increase due to rising costs but there is absolutely no reason to have a 128.75% or 50.45 increase at one given time. And for that fact I do not see where these cost are coming from. I know that the last couple months my water usage has been estimated instead of actual so it is not costing any money to have someone come out and read the meter. And if it is that costly to pay someone to read a meter once a month, go to the land owner reading their own meter and sending it in. Then AquaMO could read every six months or so. Also I do not see that the water quality or sewer system is worth the price. There have been a lot of people moving which makes a person wonder if it is because of sewer/water related issues. The water does not taste good and the water pressure is not always the highest of qualities.

Request numbers: QW-2008-0004 and QS-2008-0005

Carla Ousley

Russo, Jim

From: patsmen@cebridge.net
Sent: Thursday, January 03, 2008 5:24 PM
To: Water.Sewer
Subject: Aqua Missouri, Inc rate increase

Public Service Comission

Attn: Water/Sewer Dept.

request number QS-2008-0005

We recently received notice that Aqua Missouri is requesting another rate increase. Didn't we just do this a year or so ago. We understand operating costs continue to rise but to increase our rate more than 100% seems a bit extreme. Our sewer system is a new one (less than 5 years old). We do not feel we should be responsible to pay for upgrades that need to be made to other customers systems. That cost is theirs.

Patty & Mike Rackers

3320 Country View Dr

Jefferson City, MO 65101

(573)635-3087

1/7/2008

Russo, Jim

From: Michele Rudroff [rudroffm@abclabs.com]
Sent: Monday, January 07, 2008 12:57 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Aqua MO QS-2008-0005 Complaint

Attn: Water/Sewer Department
Attn: Lewis Mills

To Whom it May Concern:

I am a customer of the Aqua Missouri Company and I feel that the rate increase they are asking for, is completely unacceptable. I would like to know why they deserve/need a 128.75% rate increase. Their rate has been the same for awhile now, so why do they need this much more money from EVERYONE of their customers?

We live right by one of the sewer stations and everyday there is foul smell coming from that station. If they are going to be raising the rate that much, then there better be someone from their company coming out everyday to keep the smell under control!!! Also, if we ever tried to sell our house, who would want to buy a house that has close to a \$70.00 sewer bill every month? I know that would have stopped me from buying a house!! I have never heard of anyone having this high of a sewer bill! Not to mention all the people who have to try to come up with an extra \$40.00/month just to pay the bill, amongst all of the other rising costs of groceries and gas.

I believe that as a customer, we deserve the right to know where all of this extra money is going!! If there was anyway that I could switch to a different sewer company, I would.

Thanks for taking the time to listen to customer comments and please let me know if there is anywhere else I can voice my opinion.

Sincerely,

Michele Rudroff

Michele Rudroff

Associate Scientist

ABC Laboratories, Inc., 7200 E. ABC Lane, Columbia MO 65202

Tel: 573-443-9000 ext. 3388

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1/9/2008

Russo, Jim

From: Cody Rush [codyrush18@yahoo.com]
Sent: Saturday, January 05, 2008 1:35 PM
To: Water.Sewer
Subject: Aqua Source

I've never heard of anyone having a 63 dollar Sewer bill. My water bill is never more than 15\$ a month I don't see why I should have to pay such a large amount for sewer. Also, I live on Southwood Hills Road here in Jefferson City, I have been smelling sewer gas for several months. I called aqua source twice, nothing was ever done. It has been so bad that it was actually coming into the house through the toilets and sinks in our bathrooms. I let the water hose run for several minutes into the garage drain and we put an extra wax ring on the toilet in the downstairs of our house, that took care of the smell inside the house but I still smell it outside every once in a while. It smells like it is coming from across the street. I was wondering if anyone else in this area has reported anything.

Be a better friend, newshound, and know-it-all with Yahoo! Mobile. [Try it now.](#)

1/7/2008

Russo, Jim

From: Daniel P Schepers [schepersd@juno.com]
Sent: Monday, January 07, 2008 5:25 PM
To: Water.Sewer
Subject: Aqua Mo, Inc proposed Rate Increase

I would like to say that this is just really a frustrating situation. I feel like we have no control over this tremendous rate increase. I can understand that infrastructure has to be maintained and additional changes need to be made as laws and regulations change but this more than double the amount rate increase is ridiculous. There was obviously poor planning on Aqua Mo. part if they are lacking capital to maintain their infrastructure and changes as required by law. I have already experienced one rate increase. The increase was small but it was still an increase and it happened within the last year I believe.

I hope your office really does a thorough review of what they are spending their money on. Being a user of Aqua Mo, I have no other alternative but to pay the price. Obviously we cannot flush our stool, do our laundry, take a shower, etc. without this service. I hope that someone isn't getting rich off of my "stuck" situation.

If they are so far under being able to supply service without such a rate increase, then maybe its time for them to sell and have another company take over their business.

Please make sure that you do everything that is needed to determine if this rate increase is necessary. What a joke. I am going to be stuck paying \$63.48 forever now if the rate is put in place. I can't imagine that it will ever go down.

Make sure you are comparing them to other similar services and see what the rates are for them.

I only have had Aqua Mo service for about 3 years. What a terrible experience it has been now that I am going to be paying so much money just to flush my stool.

Thanks for your time and please respond so that I know you have received this message.

Bev and Dan Schepers
3903 Falling Leaf Lane
Lohman, Mo 65053

Russo, Jim

From: connie and stanley schepers [schepersc@socket.net]
Sent: Tuesday, January 01, 2008 2:30 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: request number QS-2008-0005

I recently received notice that Aqua Missouri, Inc. was increasing my sewer rates by 128.75%. While I realize that increases are necessary, it is unbelievable that such an increase is warranted.

The number of households on this particular system have almost doubled in the last few years. With this greater number of fees collected, why should there be such a high increase? We have already had one increase since this company took over our sewer system approximately two years ago.

During this time as you are investigating their request of an increase, please take into consideration the average consumer and the rising cost of living in general with only a 3% pay increase per year.

Sincerely yours,

Stanley and Connie Schepers
10938 Schiebel Drive
Holts Summit, Missouri 65043
573-761-0670

1/2/2008

Russo, Jim

From: Catfishjohn45@aol.com
Sent: Sunday, December 30, 2007 8:30 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: RE PS-2008-0005, Posting

To whom it may concern: we are in receipt of your letter dated Dec. 20, 2007 regarding the proposed rate hike by Aqua Missouri, Inc.

As customers of Aqua Missouri, we find these proposed rate hikes most outrageous and unsettling.

Any rate increase of 128.75% clearly establishes a firm's inability to manage their business.

We do not support these increases and would like to add our voices to the overwhelming outcry for the Public Service Commission and Office of the Public Counsel to thoroughly examine these proposed increases.

Thank you for your assistance,

John and Gail Schrimpf

See AOL's [top rated recipes](#) and [easy ways to stay in shape](#) for winter.

1/2/2008

Russo, Jim

From: Len [jameslen@earthlink.net]
Sent: Thursday, December 27, 2007 9:18 PM
To: Water.Sewer
Subject: Rate Increase Aqua Missouri

It is hard to imagine someone being bold or crazy enough to ask for this kind of increase! It has not been that long ago that they asked and you gave them too much the last time! I guess they see no harm in asking for as much as often as they can. Surely you have better things to do than letting these guys tie up your time like this. I am already paying more for their service than I am for trash and sewer in a second home in Phoenix. At least I get some service which is more than I can say for these guys. You should check them out on a warm day and see how good their collection area smells. I know you will agree that this is totally ridiculous.

Sincerely,

James Len Schroeder
2809 Covey Lane
Jefferson City

1/2/2008

Russo, Jim

From: myrissaeden3@aol.com
Sent: Sunday, December 23, 2007 10:42 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: raising of sewer rates

To Whom It May Concern,

I am a customer living in the Southwood Hills area of Jefferson City. As a customer, I am not very happy with the letter I received addressing the issue of raising sewer rates. This proposed rate increase will almost triple my sewer bill. My thought is, have you considered those people who are barely making ends meet? What will happen to those who cannot afford a triple increase in their sewer bill? Will they go without because you have raised rates so much they cannot afford it? I think it is appalling for this to happen. I believe this needs to be re-thought and re figured. It is just too much of an increase. I hope others express this to you. It is not right to keep raising the prices when so many families cannot afford what they have to pay now.

Diana Sears

More new features than ever. Check out the new [AOL Mail!](#)

Russo, Jim

From: Kara Simon [kara.simon@dnr.mo.gov]
Sent: Wednesday, January 09, 2008 2:00 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Request # QS-2008-0005
Attachments: Aqua Missouri.doc

I have attached a letter regarding Aqua Missouri's proposed 128.75% rate increase. We thank you in advance for your time and consideration.

Kara L. Simon
Environmental Specialist III
Missouri Department of Natural Resources
Field Services Division
Environmental Services Program
(573) 526-3364
kara.simon@dnr.mo.gov

1/10/2008

January 4, 2008

In regards to: Aqua Missouri, Inc. permanent rate increase (request # QS-2008-0005)

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

Dear Public Service Commission,

We were appalled when reading the customer notice sent by Aqua Missouri dated December 20, 2007. How can a 128.75% rate increase be justified? Since May 2006, our rates have increased by nearly fifty percent with no evident improvement in service. Now Aqua wants to increase them again by 128.75%. We work hard for our money. We have children to feed and school tuitions to pay, yet Aqua wants to take an additional \$428.76 from their customer's each year!

The residents of Rockridge Estates are extremely disgusted with the possibility of being forced to pay \$63.48 per month just for sewer. Several families in our subdivision have small children to take care of as well as children in college. We implore that you take into consideration that we have families to provide for and the proposed increase would be a financial burden to many families. This type of increase will also discourage prospective home buyers to our subdivision in that no reasonable person will want to pay this much for sewer service. We know of no one who pays \$63.48 each month for sewer and we ask that you don't force us to do so. Upon completion of your audit, we are hopeful that you will reach the decision that no capital improvements is worth a 128.75% rate increase and that there are other means for Aqua Missouri, Inc. to balance their operating budget without their proposed outrageous rate increase.

Thank you,

Mr. & Mrs. Jeffrey Simon
cc: Office of Public Counsel
Attn: Lewis Mills

Russo, Jim

From: Steve Smolik [ssmolik@socket.net]
Sent: Thursday, January 17, 2008 8:05 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Rate Increase

To Whom it May Concern:

I have read through the proposed increase by Aqua Missouri, Inc. The increase in operating expenses is not much of a surprise. Absolutely every public or private service oriented business that you could think of is experiencing the same problem. And, that's just to maintain current services. To *improve* the service would cost even more.

The problem is: everything keeps going up, and wages stay the same. (unless your job is outsourced to Mexico. Then, the wages disappear.)

When my wages go up 128.75% I will be more than happy to pay my share of the increased operating expense. Until that time, I believe a smaller increase, would be much more acceptable.

Steve Smolik

1/22/2008

Russo, Jim

From: Cathy Snodgrass [cathy@jrsnodgrass.com]
Sent: Friday, January 04, 2008 12:54 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri, Inc ref # QS-2008-0005

Dear Sir or Madam:

I am writing this e-mail to express concern over the proposed rate increase for Aqua Missouri, Inc. I understand the need for a price increase but I think an increase of 128% is out of line. This is in regard to the property located at 2400 Bowe Lane.

Thank you,

Cathy Snodgrass

J. Randy Snodgrass PC
1620 Southridge Drive
Jefferson City, MO 65109
573.635.0754 (office)
573.893.2872 (fax)
573.353.1009 (cell)
cathy@jrsnodgrass.com

CONFIDENTIALITY NOTICE: This e-mail and any attachments may contain confidential information. If you are not the named recipient, please notify us immediately at cathy@jrsnodgrass.com and delete the message without disclosing the contents to anyone, using them for any purposes or storing or copying the information in any medium.

1/7/2008

Russo, Jim

From: Andrew Sporleder [asporleder@aempb.com]
Sent: Thursday, January 10, 2008 2:57 PM
To: Water.Sewer
Subject: Aqual MO proposed rate increase

Request Number QS-2008-0005:

To whom it may concern: Aqua MO has recently requested a 128% rate increase. That is outlandish, what other commodity goes up 128% at once. I beleive that is called price gouging. Where I live their pump station is loud, often vents off a nasty sewer smell, and they just within the last year or so increased their rates by over \$5 a month. Don't reward bad management with such an outlandish increase in revenues..

Nicole Sporleder
4906 Sunrise Drive
Jefferson City, MO 65101

1/10/2008

Russo, Jim

From: Troy Stabenow [runstoofar@hotmail.com]
Sent: Sunday, January 27, 2008 8:04 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Proposed Sewage Rates Increase

To Whom it May Concern:

I have been selected by the members of my subdivision to protest the proposed sewage rate increase of 128.75%.

On behalf of the approximately 40 households on Bradford Court in Jefferson City (Taos), we request that the Commission deny the proposed rate increase.

The members of my subdivision do not begrudge Aqua Missouri some reasonable rate of profit. However, merely citing capital improvements as a basis for a doubling of rates is not sufficient. Aqua Missouri has not made a showing that its past fees were insufficient to cover these capital costs, or that the amount of the rate increase is reasonably caused by changes in the law or capital needs. It is quite possible, given the meager information provided, that Aqua Missouri is using this rate increase to completely transfer the cost of legislated maintenance on to the consumer while maintaining an unseemly profit margin. It is possible that Aqua Missouri delayed necessary maintenance and upgrades for years, thereby necessitating greater expenditures than would otherwise have been necessary. It is possible that Aqua Missouri realized excessive profits in those earlier years by forgoing work that the past fees would have paid for. In other words, Aqua Missouri has not stated a sufficient basis for this proposed rate increase.

We note as well, with some concern, that Aqua Missouri proposes an open-ended rate increase. Even if the capital improvements prove to be a sufficient basis for a rate increase, they should not be considered a sufficient basis for an indefinite rate increase.

We encourage the commission to require Aqua Missouri to address these issues in writing before even considering a rate increase.

We request a copy of any such submission.

All of the members of my neighborhood hereby request an opportunity to be present, and to speak against this proposed rate increase, prior to approval by the commission.

Thank you,

Troy K. Stabenow
5504 Bradford Court
Jefferson City, Missouri 65101

Climb to the top of the charts! Play the word scramble challenge with star power. [Play now!](#)

Russo, Jim

From: Dan Swearengin [dandon@copper.net]
Sent: Friday, December 28, 2007 9:25 AM
To: Water.Sewer
Subject: QW-2008-0004 and QS-2008-0005 - Aqua MO, Inc.

This repulsive and unresponsive company is totally void of *customer service* and caring!!!!

My hearty recommendation, regarding the obscene request for higher rates, would be for the PSC to not only NOT approve the requests but actually demand the present supplier be made to relinquish ownership and right to 'serve' (an oxymoron), the Maplewood/Brooking Park area and I, in no way, am putting that forth with any levity!!

And, if you need an entourage to camp on your doorstep in defense of this position, please so advise and we can arrange a plethora of dissatisfied '*customers*'.

Dan Swearengin
149 Sycamore Lane
Sedalia, MO 65301-9009
(660) 829-0384

1/2/2008

Russo, Jim

From: Brad Tennesen [brad_tennesen@yahoo.com]
Sent: Wednesday, January 16, 2008 7:24 PM
To: Water.Sewer; Office of the Public Counsel
Subject: Aqua Missouri's proposed rate increase

Public Service Commission	Office of the Public Counsel
Attn: Water/Sewer Dept.	Attn: Lewis Mills
PO Box 360	PO Box 2230
Jefferson City, MO 65102	Jefferson City, MO 65102

Dear Lewis Mills and the Water/Sewer department,

I have been notified by Aqua Missouri inc. of a proposed rate increase of 128.75% to cover operating expenses and capital improvements . I have several issues with the letter they sent, which I will cover briefly in the following letter.

Aqua claims to have spent approximately \$700.00 per customer in capital improvements since early 2005. A rate increase of \$35.73 per month would recover these expenses in approximately 19 months, yet they intend on making the rate increase PERMANENT.

I live in a subdivision which contains no sewage pumps, or other equipment which requires maintenance. There is a community lagoon which does require testing and landscape maintenance, but that hardly justifies a rate INCREASE from the \$27.75 we already pay.

Also, just a few short years ago Aqua tried a very similar rate increase of over 100%, most of which was not granted. This activity of trying to come after their CUSTOMERS repeatedly with astronomical rate increases is not acceptable to me or any other resident I have spoken to about this matter. This demonstrates AQUA's incompetency in providing good customer service, as well as irresponsibility for not requesting REASONABLE and APPROPRIATE rate increases. We have no choice but to use their company for our sewage needs, but we should not be held hostage by them.

I do have a proposal that might help them, though. I notice that they charge the same rate for everyone who uses under 7000 gallons of water per month. My family regularly uses around 4000 gallons in the winter months. So if

7000 gallons = \$27.75

4000 gallons/7000 gallons = .57

Then \$27.75 x .57 = \$15.86.

So my payment to Aqua Missouri should be about \$15.86 per month, which also means I have actually been overpaying by \$11.89 for the past 17 months, which means they should credit my account \$202.18. If they were to charge by the gallon (or 1000 gallons) it might encourage more people to conserve. I am interested in seeing their actual expenses on maintaining the water treatment lagoon in my subdivision, and then coming to an acceptable agreement on the amount our subdivision pays for their service. I would be happy to meet with you on this matter, and trust that you will not allow them to monopolize us this way. I can be reached at 314-495-8942 or 573-896-4841. My mailing address is 10898 Mallard Ct

1/17/2008

Holts Summit, MO. 65043. I look forward to hearing from you soon.

Sincerely,

Brad Tennesen

1/17/2008

Russo, Jim

From: Pat Thomas [pat@patthomas.us]
Sent: Monday, January 21, 2008 7:21 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: QS-2008-0005

Please include the following in the file of AQUA permanent rate increase QS-2008-0005.

January 20, 2008
QS-2008-0005

To members of the Public Service Commission:

In regards to the notice we received dated December 20, 2007 for a permanent increase from AQUA Missouri, Inc for the amount of 128.75% I would like for you to consider the following statements:

When a fair market business considers upgrades they do so by projecting the revenues and number of customers they were going to serve as well as regulations and quality changes. They determine what a reasonable customer would spend in the marketplace and then must determine if they can cover the cost and make some revenue. AQUA states in their notice that they spent more than \$1.2 million (or approximately \$700 per customer) which leads me to believe they have approximately 1715 customers. Will these upgrades allow them to increase their current customer base? Who authorized these expenditures prior to knowing how they would be paid for? Did they look into federal or state grants or DNR funding and grant money to help offset this expense?

I searched the internet for the AQUA website and this is what their front page was proud to tell me: "... **achieve record earnings and above average shareholder return...**" They are obviously a solid company who has had success in returning record earnings to their shareholders. Isn't updating of equipment simply a cost of doing business and shouldn't they have to figure that in to their profit equation?

I find the date and delivery of this notice to be disturbing as well; dated for December 20th and arrived at my home on December 24th—well Merry Christmas and Happy New Year. Did they take into account that with the travel involved around such as family oriented time of the year- that many customers would put this aside and forget it or respond to late? **Perhaps not the most upstanding way to appear doing business.** Please note the notice stated 30 days and my e-mail is dated for exactly the 30th day to make a point- from the original 30 days- subtract 4 for mailing, 8 for weekends, and 3 for additional state holidays; that left us the consumer with 15 days to research, ask questions and respond.

Can you imagine if you went to McDonald's to buy a soda and one day it .99 and the next day it was \$2.26? You may say "well people will still buy that soda." They may but it would be their choice- we as consumers in the situation of AQUA have no choice- I can't call a competitor and see what their current rates are. I contacted the Office of the Public Counsel and was told they didn't know what the average current rate in Missouri is for sewer charges. I would urge you as members of the PSC to look out for our best interest and represent us in a fair and equitable manner.

I understand that businesses have cost that are rising- above and beyond the improvement cost- but many households have had little or no income increases over the last few years. I find it very disturbing

1/22/2008

that mobile home parks, senior housing and low income housing will be asked to shoulder this same burden. If people can't afford the new rate and then they move—who will that leave to help AQUA recoup its investment? Will I be asked for an additional increase if they lose business- above and beyond the 128.75% they want now? If they are asking to raise our rates to cover the cost of improvements—does my investment of \$700 make me a shareholder?

Why should AQUA be allowed to collect such a substantial increase with no mention of a sunset after each existing customer has paid off their \$700 improvement? If I paid the proposed increase for two years I would be paying (increase only) of \$857.52- if this is the case shouldn't the rate be sunset after two years. If AQUA would like to provide a breakout of the numbers to truly reflect the operating cost verses improvements and work with customers to pay the investment cost back- with a low-interest rate – and then ask the PSC for a rate increase that is reflective of operating cost. It would be unfair to ask the customer to pay the rate increase of 128.75% this time and then in five years request an additional (for example) 50% and put it on the top of the portion that was used for equipment improvements.

In conclusion I would ask you to consider the following:

First work with AQUA and the consumer to pay the \$700 back on the original investment per customer (which I still consider to be part of their doing business) to be paid in a timely fashion from 3-7 years—longer payment scheduling have a small low-interest rate attachment.

Second have AQUA come back to the PSC with a separate rate request for operating increase only, handling this as a completely separate request- including new customer notices.

I would urge you to keep myself and anyone who contacted you in regards to QS-2008-0005, appraised of any upcoming hearings or meetings in the future.

Respectfully,

Pat Thomas
2040 Beelman
Holts Summit, MO 65043
573-644-5477

Russo, Jim

From: VanLoo, Charles R Mr NGMO [chuck.vanloo@us.army.mil]
Sent: Wednesday, December 26, 2007 11:44 AM
To: Water.Sewer
Subject: Request Number QS-2008-0005 (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: NONE

To whom it may concern,

I am writing in response to Aqua Missouri's request for a 125% rate increase. First of all, I feel a 125% increase is outrageous. I am not aware of any business that increases their rates by 125% and maintains their customer base. Because it is a utility company requesting the increase, they hold a monopoly and the consumers do not have a choice on whether or not to retain service. This would be extremely burdensome for those individuals that live on a fixed income. The current rate of \$27.75 is already quite a bit more than what the customers within the city limits of Jefferson City pay.

In addition, if there have already been so many improvements made why is there a strong sewer smell in my neighborhood at times. I live at 3101 Southwood Hills Rd. and quite often when coming outside you are knocked dow with the strong sewer smell.

I feel I already pay too much to have to deal with the odor that lingers over the neighborhood and will hope that you will take this into consideration when deciding whether or not to grant Aqua Missouri their request for a 125% rate increase.

Your attention to this matter is greatly appreciated.

Charles R. Van Loo
3101 Southwood Hills Rd.
Jefferson City, Mo 65101
(573) 634-8273 Home
(573) 638-9590 Work
(573) 690-5644 Cell

e-mail: Chuck.vanloo@us.army.mil
Classification: UNCLASSIFIED
Caveats: NONE

Russo, Jim

From: Sara [sfalter4@juno.com]
Sent: Monday, January 21, 2008 7:23 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Request no: QS-2008-0005

This e-mail is in response to your rate increase request. We feel an increase of 129% is extremely excessive. The rates recently went up \$5.00 a month which we feel is an acceptable increase. The rates in Westphalia, MO for their sewer system cost approximately \$28.00 a month. On the east end of Jefferson City the cost per month is approximately \$22.00 a month.

We are completely against this rate increase and would appreciate anything that can be done to prevent it.

Sincerely,

Mike and Sara VanderFeltz

5715 Bradford Court

Jefferson City, MO 65101

1/22/2008

Russo, Jim

From: vrslsjl@aol.com
Sent: Wednesday, January 16, 2008 11:19 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Customer comment - QS-2008-0005

To Whom It May Concern:

This email is in response to the mailing sent out by Aqua Missouri concerning the 128.75% rate increase for its customers.

We were deeply troubled to learn of the proposed increase of sewer rates from \$27.75 to \$63.48 for Aqua Missouri. This is a ridiculous rate increase - 128.75%. We do not feel that the customers should have to bear the burden of the poor business planning by Aqua Missouri. Aqua Missouri should have been able to forecast the cost for equipment replacement/depreciation and maintenance years ago, and not have to require a 128.75% rate increase in one year.

The company should also find a different way to bill, instead of a flat rate of \$63.48 per residence. There is a huge difference in the amount of sewer from a residence of 1 compared to a larger residence with multiple people. Although we have a family of five -this flat rate does not seem fair, especially to elderly people on a fixed income.

Thank you for reading our opinions,

Ryan and Jill Verslues
4008 Greenbrier Dr
Jefferson City, MO 65109

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1/17/2008

Russo, Jim

From: Villmer, Rich [Rich.Villmer@dese.mo.gov]
Sent: Thursday, January 03, 2008 2:13 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: request number QS-2008-0005

SUBJECT: Comments and questions regarding request number QS-2008-0005.

I would like to know how Aqua Missouri, Inc. (Aqua) can justify a 128.75% rate increase when their sewer rates are already two to three times higher than those provided by Public Water Supply District #2 (PWSD#2)?

I own two homes which are served by PWSD#2 in Jefferson City. Payments for sewer on the Bunker Hill home go directly to PWSD#2. Payments for sewer on the Grandvalley Drive home go to Aqua. A simple comparison of the billings between the two homes revealed that the sewer rates charged by Aqua are 200% to 300% higher than the sewer rates charged by PWSD#2 for comparable units of residential sewer usage.

In addition, Aqua notified customers with its May billing that (due to changes in the billing process) customers would not receive a June billing; but would receive two billings in July. Per Aqua, this one-time occurrence would not affect the sewer rate. It's true that I received no billing in June. The billing for July totaled \$63.83 and the billing for August totaled \$21.28. Therefore the total billing for the three-month period was \$85.11 or \$28.37 per month. My rate per month is supposed to be \$27.75. The end result is that I ended up paying an additional \$1.86 for that three-month period. Although barely noticeable to any one family, this one-time infusion of cash was a rate increase in itself.

I would be very interested to see what findings the audit and investigation reveal. Could it be that the rate-payers are being asked to pay for sewer improvements on private property developments.....specifically, the Clover Mist Development? Is Aqua trying to pass on to its customers losses due to waste, inefficiency, or fraud? Please see that the tough questions are asked during the audit and investigation and that the financial statements are thoroughly explained. For my family, a rate increase of 128.75% will result in payments for sewer service that are as much as 700% higher than the same service provided just a few miles away.

Thank you for your service!

Rich Villmer, CPA
1421 Grandvalley Drive
Jefferson City, MO 65101

1/7/2008

Russo, Jim

From: awalther1@juno.com
Sent: Friday, January 04, 2008 3:20 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Request # QS-2008-0005

This company and/or it's predessor achieved a sewer rate increase a little over a year ago of about 22% to it's present charge of \$27.75 per month. This current rate increase request to go to \$63.48 per month or a increase of 128.75% for a monthly flat rate-residential rate is utterly and really almost not worth commenting on as it is so rediculous! I am sure that any staff that govern and oversee this request will not stand for a increase of this nature under the present economic coditions in the workforce and the economy in general where there is almost a recession.

As a incorporated entity this business has I'm sure stockholders whose investment is intended to make a REASONABLE return on their investment over a long period of time like a regular business and not to gouge those who have no other choice of providers for a competitive rate for their service! That is what businesses do, they invest a lot of money in improvements and assets to recover over a long period of time, not immediately! Government regulators as your entities are should ensure that this doesn't happen.

On top of all this our area that is serviced by their small sewer station just a few hundred feet from our house also has to put up with a fowl odor from time to time that comes from their facility. Not as often as it used to be when it was almost daily, but still every once in awhile where you almost learned to live with your windows shut all the time instead of taking the chance that the smell would come at some point!

I'm sure as I am that most people wouldn't be adverse to a inflationary increase like most normal people have to live with at best in the current economy! Please keep the common individual and others that would be effected by this proposed rate increase in mind as you and your staff review any increase!

Thanks for your time in this matter,

Mike and Annette Walther

3216 Wardsville Road

Jefferson City, MO 65101-9575

1/7/2008

Russo, Jim

From: John Wells [jwandyjennie@mchsi.com]
Sent: Wednesday, January 09, 2008 10:03 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri

To whom it may concern-

I am writing in regard to the request by Aqua Missouri to raise our sewer rates yet again. I would suggest that if they are having financial troubles, perhaps it's time for Holts Summit to organize a community sewer system. I live in Hunters Creek subdivision, not far from the pump station in our neighborhood. The developer put the system in and eventually turned it over to Aqua Missouri. Since they have been managing the system, we've had nothing but complaints about their service. We are frequently kept awake by loud pumps, and according to the system designer, that's a problem of not properly maintaining and exercising the system. When it's neglected, the pumps get bound up and seem to create quite a racket. I'm surprised the whole neighborhood can get any sleep at all, considering we can hear the drone in the middle of winter and the house is closed up tight.

I'm more concerned about the billing methodology, however. Why does everyone pay the same rate, including commercial clients? Wouldn't businesses use more water and generate more waste? Shouldn't they bear a larger portion of the cost? Why does my family pay the same rate as the family of 10 up the street? Surely they use more water and generate more sewage.

My sewer bill is already twice what we pay for clean water to be piped to my home. Surely it doesn't cost more to dispose of wastewater than it costs to deliver potable water.

I'm sure you are taking all of this into consideration. I look forward to your findings.

Sincerely,

John Wells
2044 Beelman Road
Holts Summit MO 65043

573.896.4584

1/10/2008

Russo, Jim

From: b.whelan@mchsi.com
Sent: Monday, January 21, 2008 8:40 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Re. Request No. QS-2008-0005

Re. Request No. QS-2008-0005

To whom it may concern:

The recent request my Aqua Missouri, Inc. for a rate increase of 128.75% is absolutely ludicrous. Compare that to the overall 2007 inflation rate of approximately 4.31% and it's mindboggling. The rate is not only unrealistic, but an outright gouging of consumers pocketbooks. This is exactly how I would expect a monopoly to conduct business where consumers have no choices from competitors.

In our local community and the surrounding Jefferson City area alone, Aqua has added hundreds of new customers in the last several years. Some of these new customers are already in existing neighborhoods where capital improvements would not be necessary.

Many people will not take the time nor effort to write about their concerns. I sincerely hope the Public Service Commission and the Office of the Public Counsel will take their oversight responsibilities seriously to look out for the best interests of the consumers in this situation.

Sincerely,

Brent & Dawn Whelan
2058 Beelman Rd
Holts Summit, MO 65043
573.634.5503

1/22/2008

Russo, Jim

From: Vicky White [vsw0116@embarqmail.com]
Sent: Wednesday, January 02, 2008 10:05 AM
To: Water.Sewer
Subject: QS-2008-0005 request by Aqua Missouri Inc

I certainly hope that a 128.75% rate increase will not be considered. Even if the operateing expense and invested capital was spent that should be on them for compliance with regulations for waste water. I imagine that the government has grants they could apply for to recoop their funds. I would move rather than pay \$64.38 a MONTH for SEWER that runs down the hill into a lagoon! What improvements were made to that?????

Russo, Jim

From: lyn [willi4648@mchsi.com]
Sent: Sunday, December 23, 2007 5:27 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri Inc Rate Increase
Attachments: Public Service Commission.doc

Please see attached letter.

1/2/2008

3114 Highway CC
Jefferson City, MO 65109
December 23, 2007

Public Service Commission
Attn: Water/Sewer Department
PO Box 360
Jefferson City, MO 65102

Dear Public Service Commission:

SUBJECT: Aqua Missouri, Inc. Utility Rate Increase Request

I am again writing to you to plead our case of a rate increase for Aqua Missouri, Inc. It has not been three years ago since they were granted an increase. In June of 2005, they requested an increase and was granted an increase. We went from \$22.53 per month to \$27.75 per month. Thank you for not granting the 115.84% they requested.

Now in 2007 they are requesting a 128.75% increase from \$27.75 per month to \$63.48 per month. I plead with you not to grant this increase. Some of the families in our neighborhood are still paying for the sewer we were forced to install. This is a real hardship on some of the families and I know for a fact that none of them have had a 128.75% increase in their paychecks.

Please, please do not grant this increase to Aqua Missouri, Inc.

Sincerely,

Danny G & Lynda S. Williams

Copy: Office of the Public Counsel
ATT: Lewis Mills
PO Box 2230
Jefferson City, MO 65102

Russo, Jim

From: Thomas Wilson [twilson.mail@mchsi.com]
Sent: Tuesday, January 01, 2008 2:21 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: QS-2008-0005

These comments are in regard to the proposed rate increase for Aqua Missouri sewer service:

It seems like only a few months ago that Aqua Missouri requested this same huge rate increase and now they are trying again. My feelings are about the same toward both rate increase requests, that being that a 128 % rate increase all at once is ridiculous and unjustifiable.

I do not begrudge this company, or any other, a reasonable increase in fees to cover inflation, service improvements and increased operating expenses in order for them to provide an adequate level of service and a reasonable profit. However, I see no possible way that you should approve such a tremendous single rate increase for Aqua Missouri.

If their management is so poor that they cannot foresee increased expenses and slowly increase consumer rates to keep pace, then I do not feel it fair to place the burden of such a huge increase upon the shoulders of their customers at one time.

Instead, I urge you to approve a reasonable rate increase for their request this time and force the company to gradually increase their rates over a span of several years. I feel this is a more fair and appropriate method.

Thank you.

1/2/2008

Russo, Jim

From: mmof2@embarqmail.com
Sent: Tuesday, January 01, 2008 9:02 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Request #QS-2008-0005 Aqua Missouri

January 1, 2008

Philip and Carol Workman
2146 County Road 382
Holts Summit, MO 65043

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

Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102

Dear Sir or Madam:

We are writing in response to the Jefferson City Customer Notice we received in the mail on December 31, 2007 from Aqua Missouri, Inc. regarding a 128.75% rate increase proposal. We would like to wholeheartedly express the opinion that the proposed rate increase is ridiculously exorbitant and unfair. Aqua Missouri, Inc. has already raised the Monthly Flat Rate-Residential rate once in 2007 to customers in the area. We have seen no service or company improvements in our area at all this year, and do not have any idea what improvements they have made to our system since 2005. We have no choice of service providers, so we are therefore at the mercy of this company. A rate increase of 128.75%, along with the cost of living increases in every other area of the economy recently will simply make this service unaffordable. As consumers, we have no choice but to pay this company's charges, as we have no choice in providers. Only you, as our customer representatives and protection agencies can stop this unfair and unacceptable increase. Please, do not allow this rate increase to pass. We are counting on you to protect us from this unfair action.

Sincerely,

Philip and Carol Workman

Russo, Jim

From: Patricia Zavitz [gravelgertie42@embarqmail.com]
Sent: Thursday, December 27, 2007 1:20 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Reference number QS-2008-0005

We are customers of Aqua Missouri and want to let you know that we do not want this increase to go into effect. What in the world is this company thinking? Have the employees of the PSC or Public Counsel ever received a salary increase of 128.75%? This is the most ridiculous and unfair request I've ever heard of. The Commissioners legal and audit staff and the Public Counsel need scrutinize this request with a gigantic magnifying glass and then publish their findings so the people this will effect can actually see what the hell is going on. In no way should this be authorized. EVER.

We have one turd plant out here and one truck occasionally shows up. What kind of operating expense is that? I hope this subdivision and any other people involved in this request respond overwhelmingly and the Commission and the Public Counsel act accordingly and not let this increase go through.

Patricia Zavitz
2420 Lakewood Road
Jefferson City, MO 65109

635-9344

1/2/2008

QS-20008-0005

Letters Received

By The

Water & Sewer Department

December 28, 2007

RECEIVED

JAN 02 2008

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

UTILITY OPERATIONS
DIVISION

Re: Aqua Missouri, Inc. Rate Increase

Aqua Missouri, Inc. proposed rate increase of 128.75% for 2007 is unreal. For 2006, our monthly residential sewer bill went up from \$22.53 to \$27.75, which we could live with. This new increase of \$35.73 would up our monthly sewer bill from \$27.75 to \$63.48, which is too much. We are on a fixed income (Social Security) and the rate increase would impose a major hardship on our finances. We may have to sell our home and who would want to buy a home with a monthly sewer bill of \$64.00.

This company got along with \$27.75 in 2007, why can't it do the same in 2008. I think they are greedy. They want us to pay for all their expansions up front. Most companies borrow the money and then they pay off yearly instead of gouging its customers with rate increases. What are they doing with the money they receive now. Is this money being fed to Company Management.

Please do not allow this rate increase.

Melvin Bonine
Patricia Bonine

Melvin Bonine
Patricia Bonine

3222 Michaels Rd.
Jefferson City, MO 65101
(573)-761-3561

CALLAWAY COMMUNITY HOSPITAL
10 SOUTH HOSPITAL DRIVE
FULTON, MO 65251
573-642-3376

FAX-CONFIDENTIAL AND INTENDED FOR PERSONS ADDRESSED ONLY

TO: Rep. Danielle Moore

ATTN: Jim Russo

FAX NUMBER: 573-751-1847

FROM: Jean Coash, RN
Employee Health, Nursing Education Extension 630
Fax-573-592-0036

DATE: 1-16-08

RE: Proposed sewer rate increase

PAGES: 2, including this cover sheet

NOTES: I got an email that Robbin Kimbell
was able to open the attachment and that
a copy was given to Rep. Moore.
Thanks - Jean

CALLAWAY COMMUNITY HOSPITAL
10 SOUTH HOSPITAL DRIVE
FULTON, MO 65251
573-642-3376

FAX-CONFIDENTIAL AND INTENDED FOR PERSONS ADDRESSED ONLY

TO: Public Service Commission

ATTN: Water/Sewer Dept.

FAX NUMBER: 573-751-1847

FROM: Jean Coash, RN
Employee Health, Nursing Education Extension 630
Fax-573-592-0036

DATE: 1-16-08

RE: Proposed rate increase

PAGES: 2, including this cover sheet

NOTES: _____

January 11, 2008

Dear Rep. Moore, members of the Public Service Commission, and Mr. Mills,

I am writing in response to the proposed 128.75% rate increase for monthly flat rate-residential charges from Aqua Missouri, Inc. When our family moved to our New Bloomfield home in November, 2004, the rate at that time was \$22.53/month. In November, 2006, the rate increased to \$27.75/month. The current proposed increase will add \$35.73 per month, bringing the total to \$63.48/ month!! Good grief!

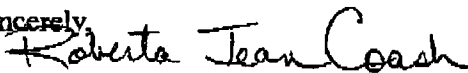
We get our water from Callaway County Water District #1 in Holts Summit, so we are only paying for sewage service for domestic waste from Aqua Missouri.

Aqua Missouri has a website, which states they are America's largest publicly-traded water utility. It states in August 2007 their dividend increased by 9% and this is the 17th cash dividend increase in 16 years. Is the increase in our rate for the shareholders? I understand Mr. Nick DeBenedictis, President and CEO of Aqua America, has said, "These rate increase requests were filed to recover capital expenditures and higher operating costs, such as power, chemical and property taxes." In my research, I can find no documentation of what was done to improve service nor any planned improvements. Therefore, I feel, since we also have to pay our own capital expenditures and higher operating costs, such as power, gasoline and property taxes, that the proposed increase is excessive.

Many of our neighbors are on a fixed income. They have earned the right to retire, but now they are facing inability to pay their bills. It is the "market will bear it" mentality that allows such increases to even be proposed!

I am including Rep. Moore in this communication because I feel she needs to know what is being attempted by Aqua America. This is an unfair amount of increase.

Sincerely,



Roberta J. Coash

10372 Old US Hwy 54

New Bloomfield, MO 65063

January 11, 2008

Dear Rep. Moore, members of the Public Service Commission, and Mr. Mills,

I am writing in response to the proposed 128.75% rate increase for monthly flat rate-residential charges from Aqua Missouri, Inc. When our family moved to our New Bloomfield home in November, 2004, the rate at that time was \$22.53/month. In November, 2006, the rate increased to \$27.75/month. The current proposed increase will add \$35.73 per month, bringing the total to \$63.48/ month!! Good grief!


We get our water from Callaway County Water District #1 in Holts Summit, so we are only paying for sewage service for domestic waste from Aqua Missouri.

Aqua Missouri has a website, which states they are America's largest publicly-traded water utility. It states in August 2007 their dividend increased by 9% and this is the 17th cash dividend increase in 16 years. Is the increase in our rate for the shareholders? I understand Mr. Nick DeBenedictis, President and CEO of Aqua America, has said, "These rate increase requests were filed to recover capital expenditures and higher operating costs, such as power, chemical and property taxes." In my research, I can find no documentation of what was done to improve service nor any planned improvements. Therefore, I feel, since we also have to pay our own capital expenditures and higher operating costs, such as power, gasoline and property taxes, that the proposed increase is excessive.

Many of our neighbors are on a fixed income. They have earned the right to retire, but now they are facing inability to pay their bills. It is the "market will bear it" mentality that allows such increases to even be proposed!

I am including Rep. Moore in this communication because I feel she needs to know what is being attempted by Aqua America. This is an unfair amount of increase.

Sincerely,



Roberta J. Coash

10372 Old US Hwy 54

New Bloomfield, MO 65063

James Davenport
5414 Aberdeen Waye
Jefferson City, Missouri 65101

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

RE: Request Number QS-2008-0005 Dated December 20, 2007

I appreciate the idea that Aqua has undertaken the work and cost to maintain the sewer system in working order. I understand there has been some inflation in the past few years that has probably increased the cost to sustain an operational system.

I take strong objection to a fee increase of over 128 percent. This obviously greatly exceeds the inflation rates the Federal Reserve publishes. Was there little or no maintenance prior to 2005? Does the current fee only cover day-to-day operational costs with no reserve for infrastructure maintenance?

While the notice does not provide enough data to make any informed decisions, the size of the rate increase does raise serious concerns about Aqua Missouri, Inc.'s planning and management.

Sincerely,


James Davenport

RECEIVED

JAN 07 2008

UTILITY OPERATIONS
DIVISION

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

Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102

Re: Rate Increase Request QS-2008-0005

Dear Commissioners and Mr. Mills:

On December 20, 2007, Aqua Missouri, Inc. ("Aqua") provided the undersigned notice of a proposed rate increase. The present rate for most Aqua residential customers is \$27.75, a rate already higher than that paid by most Jefferson City area residents. Aqua is proposing that this already high rate be increased an additional **128.75 percent**. Thus, if approved, most Aqua residential customers would be paying \$63.48 per month -- for sewer services alone.

Aqua indicates in its December 20 notice that this increase is necessary "due to increases in operating expenses and more than \$1.2 million (approximately \$700 per customer) the company has invested in capital improvements since early 2005" Under Aqua's proposed plan, its small customer base (approximately 1,714 if you divide 1.2 million by 700) would repay Aqua's *capital improvement expenditures* in 19.59 months. After that period of time, Aqua would be receiving over \$700,000 per year -- in addition to its present revenues -- solely for increased *operating expenses*. Aqua's notice describes some of its capital expenditures, but it says nothing about what would cause such a huge increase in its everyday operating expenses.

On Aqua's website, the company touts its "aggressive growth-through-acquisition strategy." The website boasts of Aqua's 200 acquisitions and growth ventures in the past ten years. Lastly, the website proudly points to its "record earnings and above average shareholder return."

While we are sure that Aqua's proposed increase would further enhance Aqua's already attractive shareholder appeal, we strongly oppose its increase as an excessive burden on an already overly-charged and overly-burdened small class of Jefferson City area residential customers and we question the need for any further increase in rates. The mission of the Public Service Commission ("PSC") is not only to provide safe and reliable services to customers but to provide those services at "just, reasonable, and affordable rates." Aqua's proposal runs contrary to each of these purposes.

In summary, we believe that Aqua's current rates for sewer services are sufficient or too high and that additional revenues (given the already high cost of its monthly services) are unnecessary, unreasonable, and would cause unjust hardship on its customers. Aqua already boasts of record earnings and above-average shareholder returns. Rate increases should not be used to fuel aggressive acquisition strategies or to make stock values higher.

Accordingly, we would request that the PSC conduct a full investigation and audit of Aqua's operations and financial records and make Aqua substantiate the accuracy, validity, and necessity of the costs it requires for operating expenses. We further request that the PSC then make a determination that such an excessive rate increase is not in the public's best interests.

RECEIVED

JAN 16 2008

UTILITY OPERATIONS
DIVISION

Lastly, we would ask that the Commissioners look at their own monthly sewer-only rate, compare it to the \$63.48 residential rate that Aqua proposes, and deny that request.

Sincerely,
The undersigned affected residents of
Briar Village Court:

Household Signature:

Bonnie Johnson
Lisa B. Edmondson
Charles M. Harwood
Patricia Carroll
Scott W. Kelly
David J. Hesser
Andy K. Kline
Clay B. Bugg
Mark R. Ruyter
Becky Howell
Tom Williams
Steven R. Mear
Greg Dargatzis
TERRY HACKNEY
MARK Lindsay
Pat Hall
James S. Painter
Kimberly J. Courtney

Address:

1408 Briar Village Ct., Jefferson City, MO 65109
1407 Briar Village Ct. " "
1411 Briar Village Ct " "
1415 Briar Village Ct, JC, MO 65109
1419 Briar Village Ct
1439 Briar Village Ct, JC, MO
1451 Briar Village Ct JC, MO
1452 Briar Village Ct, JC, Mo.
1448 Briar Village Ct
1436 Briar Village Ct
1432 Briar Village Ct.
1424 Briar Village Ct
1420 Briar Village Ct, JC, Mo 65109
1412 BRIAR VILLAGE CT, JC MO 65109
~~1401~~ 1401 Briar Village Ct, JC, Mo
1404 Briar Village JC, MO
1423 Briar Village JC, Mo.
1416 Briar Village Ct JC, MO

December 29, 2007

R E C E I V E D

JAN 02 2008

**UTILITY OPERATIONS
DIVISION**

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

Dear Sir/Madam:

We are writing in regard to the recent notification that Aqua Missouri, Inc. is requesting a rate increase to its customers in the amount of 128.75 percent.

A rate increase may be necessary due to the recent renovations to our lagoon - but - this amount of an increase is outrageous.

Just to let you know, in June 2007, we notified Aqua that a bad smell was coming from the lagoons - we live just a short distance just northeast of them. We were advised there was nothing they could do about the smell. In October 2007, renovations were done in the lagoon area. We can again smell them when going out into our back yard.

For the above reasons, we strongly oppose a rate increase of this magnitude.

Thank you for your efforts in this matter.

Robert & Mary Eichholz
7805 Route M
Jefferson City, MO 65101
573 - 395-4789

cc - OPC - Attn: Lewis Mills
P O Box 2230
Jefferson City, MO 65102

January 10, 2008

RECEIVED

JAN 15 2008

Public Service Commission
Attn: Water/Sewer Dept.
PO Box 360
Jefferson City, MO 65102

UTILITY OPERATIONS
DIVISION

Re: QS-2008-0005 -- Aqua Missouri, Inc., Sewer Rate Increase Request

Gentlemen & Ladies:

I want to protest the proposed 128.75% increase in sewer rates. There needs to be considerably more information made available to the public regarding the justification for such an exorbitant increase.

As a single family home owner, let me translate how this impacts my family. First, we used, on average in 2007, approximately 3,000 gallons per month of water. We paid \$.42 per 100 gallons for that water. In 2007, we paid \$.93 per 100 gallons for sewer and sewage treatment. Aqua Missouri is suggesting that we need to pay \$2.12 per 100 gallons in the future!

At another location where I pay utilities in Cole County (served by different water and sewer districts than my residence) the costs were \$.32 per 100 gallons for water and \$.54 per 100 gallons for sewer and sewage treatment!

This past year, considerable new sewer construction was visible in the vicinity of Highway B and Old Wardsville Road near where we live. It appears that this work was done in anticipation of significant new development in the area. It also appears that some existing residences were hooked into the new system.

Following is a list of questions that I would like to have addressed. I would like to receive correspondence from appropriate individuals with answers to these questions. If that is not forthcoming, then these questions ought to be addressed completely in a public forum. My questions:

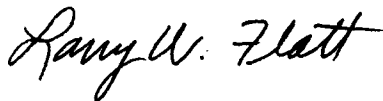
1. In regard to the new sewer work in the vicinity of Highway B and Old Wardsville Road, please advise how these improvements were financed. What portion of the cost was paid by developers/land owners, existing sewer users like myself, or a combination of these two groups. If a combination of sources, please identify by source and percentage who paid for this work.
2. Is there a written policy for financing new sewer construction, and if there is, please provide a copy. If there is not a written policy, please explain how such decisions are made and on what basis?

3. What percentage of the current and proposed rates are allocated for:
 - (a.) Management expenses.
 - (b.) Operating and maintenance expenses broken down for treatment plants, sewer piping and lift stations/pumping, administrative costs, and profit.
 - (c.) Capital costs to increase capacity of treatment facilities.
 - (d.) Capital costs to replace main lines.
 - (e.) Capital costs to upgrade pumping and lift stations.
 - (f.) Compliance costs mandated by regulations and other agencies.
4. What are the initial connection fees or costs for new connections to older parts of the system? The same question for new parts of the system?
5. What is the basis for charging for sewer use? Is it only the four categories listed?
6. Why are commercial and industrial rates subsidized by residential users.
Commercial and industrial sewer users are proposed to pay the same monthly rate for over twice as many gallons per month and their rates when they exceed 7,000 gallons is less than my current (before the 128.76% increase) residential rate per 100 gallons! Why?
7. Who has been asleep at the wheel over the past several years to not be able to anticipate a need to more than double the sewer rates all of the sudden?

There ought to be a thorough examination of the business practices of Aqua Missouri that would reveal what appears to be a management debacle. I hope this is not a bait and switch deal where an outrageous request is submitted and then backed off of to still get a substantial increase in a situation where real malfeasance may be the only valid excuse for a rate increase.

I look forward to a concerted effort by the Missouri Public Service Commission, the Commission's staff, and the Office of Public Counsel to sort out what is reasonable and fair in regards to funding sanitary sewers in Cole County.

Sincerely,



Larry W. Flatt

Dec. 27, 2007

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

I am against this rate increase!!!!!! I am an old woman on a fixed income and live by myself. My water bill is below the sewer bill now and has been since I moved here. It (sewer) has been more than my water bill since I moved here 21 years ago. Even when I have had company the sewer bill is more than my water bill. I do not believe I should have to pay as much as a family, as they will use more than me. I should not have to sell my house because of this; but I can not afford all these increases. The last increase was around September 2006 and that increase was 5.22 / this increase would be \$35.73 and my water is around \$15 or \$16 or lower a month. I am against this so I can stay in my home and not go to a facility to live unhappily the rest of my life.

Mrs. Shirley Greil
3801 Lost Valley Ln.
Jefferson City, Mo. 65101
ph: 573-395-4339

RECEIVED

JAN 02 2008

UTILITY OPERATIONS
DIVISION

January 2, 2008

RECEIVED

JAN 07 2008

Dear Public Service Commission:

UTILITY OPERATIONS
DIVISION

Recently, I received a notice in the mail concerning a possible rate increase in my sewer service (reference number QS-2008-0005.) Since I have no choice in shopping around for my sewer service, I am calling on you to please take a careful look at what Aqua Missouri, Inc. is proposing.

Aqua Missouri, Inc. is proposing a rate increase equivalent to 128.75% per month. I am frustrated and extremely concerned that they would even consider such an extremely large increase. If all companies and businesses are allowed to raise rates at such a high percentage, people will struggle financially to make ends meet.

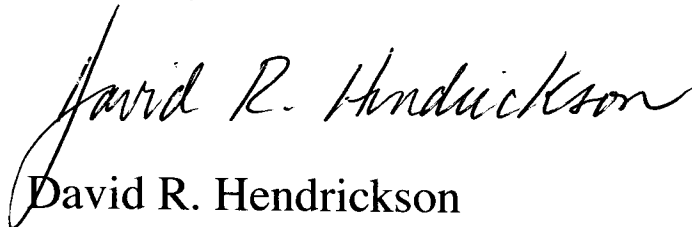
I have a hard time believing that this company can justify these increases based on their financial records. Perhaps they haven't noticed that the economy continues to struggle and that most Missourians receive raises that won't even cover the average yearly increase in cost of living. In my opinion, the problem Aqua Missouri, Inc. is experiencing perhaps stems from mismanagement within its own company.

Your commission was established to protect consumers against monopolies and unfair business practices. I hope you are looking out for the consumer's interest and refuse to allow Aqua Missouri, Inc. to impose such outrageous

increases on its customers who don't have the opportunity to shop around for better rates or company who puts its customers first.

This is the second such request in rate increases in the last two and a half years (the last being June 12, 2005.) Thank you for your time and consideration in looking into this matter and safe guarding the consumers of Missouri.

Sincerely,

A handwritten signature in cursive script that reads "David R. Hendrickson". The signature is written in black ink and is positioned above the printed name.

David R. Hendrickson

December 26, 2007

RECEIVED

DEC 27 2007

PUBLIC SERVICE COMMISSION
ATTN: WATER/SEWER DEPT.
P. O. BOX 360
JEFFERSON CITY, MO. 65102

UTILITY OPERATIONS
DIVISION

RE: AQUA MISSOURI, INC
RATE INCREASE
REQUEST NUMBER: QS-2008-0005

Please refer to the letter I received postmarked December 20, 2007, concerning a rate increase of 128.75% on our residential sewer monthly charge.

Our Aqua Missouri, Inc monthly flat rate – residential increased from \$22.53 to \$27.75 in November 2006.

The current request will increase from \$27.75 to \$63.48 a month flat rate –residential I believe this increase is outrageous and an unreasonable amount. I have no choice because I can not change my service. I think \$27.75 is way too much, because my parent's sewer bill is less than \$10.00 a month. They live inside of Jefferson City and it is based on water usage. I do not receive my water from Aqua Missouri, Inc.

In the letter I received, it states: "the Company's request due to increases in operation expensesto improve water quality and maintain compliance with wastewater regulations.

There have been no changes in my area.

There are only two people in my household. It is not like the Company does any personal service to me except send a bill each month. I have a small house with one bathroom and no dishwasher.

If every customer in Aqua Missouri area increases by 128.75%, that is a lot of money. We would be paying \$761.76 a year. .

This will also hurt the resell value of my property.

With all the cut backs that we read about in the newspaper and people loosing jobs, this is really unreasonable. As a homeowner, I have received an increase for everything I buy and services used. But none has been at 128.75%.

With the last increase, we cancelled our trash service. If we get this increase we will have to make another sacrifice to the Aqua Missouri, Inc with no addition service in return. Maybe our telephone services.

Please help us.

Thank you for your consideration,

David & Linda Hoelscher
1251 Eagan Lane
Jefferson City, MO 65109

CH
JH

December 24, 2007

RECEIVED

DEC 27 2007

PUBLIC SERVICE COMMISSION
ATTN: WATER/SEWER DEPT.
P. O. BOX 360
JEFFERSON CITY, MO. 65102

UTILITY OPERATIONS
DIVISION

RE: AQUA MISSOURI, INC
RATE INCREASE
REQUEST NUMBER: QS-2008-0005

Please refer to the letter I received postmarked December 20, 2007, concerning a rate increase of 128.75% on my residential sewer monthly charge.

My Aqua Missouri, Inc monthly flat rate – residential increased from \$22.53 to \$27.75 in November 2006.

The current request will increase from \$27.75 to \$63.48 a month flat rate –residential I believe this increase is outrageous and an unreasonable amount. I have no choice because I can not change my service. I think \$27.75 is high because when I was living in side of Jefferson City the sewer charge was \$8.05, which was based on water usage. My current water bill averages \$ 6.00 a month. That figures \$72.00 a year. (average) My water company is Public Water District Number 2 not Aqua Missouri, Inc.

In the letter I received, it states: “the Company’s request due to increases in operation expensesto improve water quality and maintain compliance with wastewater regulations.

There have been no changes in my area.

I believe that each household should pay a rate according to their usage. I am home mostly to sleep; there fore, I am not a high volume user. There is only one person in my household. It is not like the Company does any personal service to me except send a bill each month.

If every customer in Aqua Missouri area increases by 128.75%, that is a lot of money. I would be paying \$761.76 a year. This is about 10 times the amount I pay for water. I don’t understand paying more for sewer that I pay for water.

This will also hurt the resell value of my property.

With all the cut backs that we read about in the newspaper and people loosing jobs, this is really unreasonable. As a homeowner, I have received an increase for everything I buy and services used. But none has been at 128.75%.

Thank you for your consideration,



Michael Hoelscher
1219 Katy Lane
Jefferson City, MO 65109

January 8, 2008

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

RECEIVED

JAN 15 2008

UTILITY OPERATIONS
DIVISION

Attn: Water/Sewer Department

I would like to register my concern with you about the 128.75% rate increase requested by Aqua Missouri, Inc. as submitted on December 7, 2007. I am not sure who the notice was mailed too and what service areas this rate increase covers. It certainly covers more than the service provided by Aqua Missouri, Inc. to our sewer treatment, closed, system of 30 homes in this subdivision. This is a subdivision located outside the city limits of Jefferson City which has a sewer treatment system, originally installed by the developer. The system serves, about 30 of the 31 homes in this subdivision. Over the 30+ years, the system has been sold and bought by several different companies. Aqua Missouri, Inc. purchased this system a few years ago and may have other such systems in the area, but I am only familiar with this one.

It appears that Aqua Missouri, Inc, probably is entitled to a rate increase since they have not had one lately, but 128.75% seems to be excessively high. I have enclosed a letter that I have sent to Aqua Missouri, Inc. for your information and will not repeat my thoughts in this letter but would ask that you please read it and add it to your information base.

Since Aqua Missouri, Inc. has not owned this particular system but a few years, I would support a modest 3% cost of living increase even if it went back two or three years (they mention 2005 in their notice).

Thank you for your time and attention to this matter.

Sincerely,



Ken Mercer
3720 Oakridge Road
Jefferson City, MO 65109
573-635-6245

January 8, 2008

Aqua Missouri, Inc

First let me thank you for your service to this community. I live in a small subdivision, Shagbark Woods, located out of the city limits, here in Jefferson City, Missouri. There are about 30 homes served by your company on this closed, treatment system. Yes, I am aware that costs for services have and continue to escalate as well as all other services such as water, trash, electricity, gasoline, food, etc. Costs of living projected by government agencies, as you know, ranges from about 3-5% annually.

Though I agree that an increase is probably merited by your company, I really have difficulty understanding a 128.75% increase at one time. In our situation, according to your notice, that is a monthly flat rate-residential increase from \$27.75 to \$63.48 which seems to be excessively high. What would happen in your company if suddenly you were faced with a 128.75 % in, let's say, wages, added on top of other increases in costs of living such as utilities, insurance, replacing of outdated equipment, remodeling, fuel, etc.?

Now add to that the fact that your company appears to be on a fixed income (monthly rates) like I am (I am retired), and, like you, I am facing increases in Medicare, medical bills, utilities, I live in a 30 year old house that according to subdivision by-laws must meet certain guidelines, fuel continues to go up, and on and on the lists go.

I agree that you are entitled to an increase since you have not had an increase lately and would support a modest one. However, in my opinion, 128.75% is not acceptable. Please revise your projections especially in light of small closed treatment systems such as ours.

Thank you for your time and consideration

Sincerely,



Ken Mercer
3720 Oakridge Road
Jefferson City, MO 65109

RECEIVED

JAN 07 2008

10952 Hunters Creek Road
Holts Summit, MO 65043
January 3, 2008

UTILITY OPERATIONS
DIVISION

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

Dear Sirs:

RE: QS-2008-0005

I received the letter from Aqua Missouri concerning the proposed rate increase for Residential wastewater.

I believe a 128.75% rate increase is **quite** excessive. My sewer bill with Aqua Missouri increased from \$22.53 to \$27.75 per month in the last couple of years.

If the company needed to increase their rates why didn't they try increasing the rate a little each year? By the company increasing their rate by 128.75%, my sewer bill will be more than double each month from the amount allocated in my budget.

Thank you for your consideration in this matter.

Yours very truly,



Susan Miller

CC: Office of the Public Counsel

Judith A. Nowack
12016 County Rd. 4001
Holts Summit, MO 65043-2538
(573) 896-5538
E-Mail: jnowack@embargmail.com

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102
Phone: 800-392-4211
Fax: 573-751-1847
E-Mail: water.sewer@psc.mo.gov

January 17, 2008

Attn: Water/Sewer Dept.

Re: Request # QS-2008-0005

On 11/21/06 our rates to Aqua Missouri increased from \$22.53 to \$22.75, or 23%. Now they wish to increase them a further 129%, or 182% over the rates from before 10/06.

The letter states that Aqua wants to raise their operating revenues due to increases in operating expenses and an investment in capital improvements since early 2005 to improve water quality and maintain compliance with wastewater regulations. They state that they've spent approximately \$700 per customer.

We find it hard to believe that they could be referring to customers in Big Sky Subdivision on County Rd. 4001, Holts Summit, as we do not have FULL septic service with Aqua Missouri. Our liquids are pumped to a small treatment area in our subdivision to be treated. We do not wish to be 'lumped in' with customers who have full sewer service, as we are already responsible for the majority of the costs of owning and maintaining our systems, which again are relatively new; i.e. installing and maintaining a tank in the ground for the solids, a control panel to operate the float system to pump the liquids off, the electricity to operate the panel, and any needed repairs to said system.

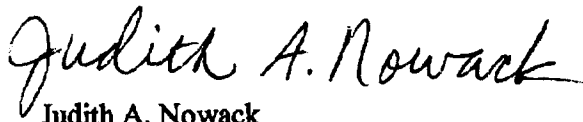
We still have to have our tanks pumped out periodically. When our line froze during very cold weather last winter we had to do the work ourselves to thaw it out, and then insulate it. When our neighbors' control panel malfunctioned last year they had to call a repairman, had to be without an operable sewer system for several days, and then had to pay a very expensive repair bill. When our power was out for 46 hours in Dec. of last year we did not know how much water we could put down the drain or how much we could flush our toilets, so we didn't. Neighbors had to call each other to make sure that everyone realized that our liquids were not being pumped off during the power outage.

None of the above issues/expenses are of any concern whatsoever to Aqua Missouri. In addition to that, again, our infrastructure/system are relatively new, and would have been paid for by the builders and homeowners.

We feel that the original rate of \$22.53 was enough to pay for the service we receive from Aqua Missouri. We did not protest the 23% rate increase a year ago. But an additional increase of 129%, to \$63.48 seems exorbitant. Now this becomes an issue of affordability. People in Jefferson City pay \$8.60 per month for full service. What a huge difference. And again, this is only a part of what we are responsible for to have sewer service.

Please give this matter very serious consideration.

Sincerely,

A handwritten signature in black ink that reads "Judith A. Nowack". The signature is written in a cursive, flowing style.

Judith A. Nowack

Richard A Nowack
12016 County Rd. 4001
Holts Summit, MO 65043-2538
(573) 896-5538
E-Mail: jnowack@embargo.com

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102
Phone: 800-392-4211
Fax: 573-751-1847
E-Mail: water.sewer@psc.mo.gov

January 17, 2008

Attn: Water/Sewer Dept.

Re: Request # QS-2008-0005

We live in Big Sky subdivision, County Rd. 4001, Holts Summit. This area has approximately 25 homes, all newer. We do not feel we should have our rates adjusted/increased. When the retention pond and infrastructure was built a few years ago the community needs should have covered all the homes. Why are you adding more costs now? They should be less.

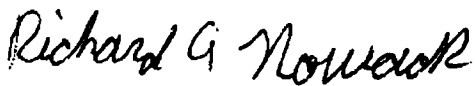
The letter said Aqua Missouri needs more money for repairs and infrastructure. Why hasn't this money been set aside from the past profits? Perhaps they need to run the business more efficiently and not be raising our rates at this time.

I would like to see the rates set according to the individual property owner's water usage. This would be a more fair and equitable way to set rates. The more sewage you need treated the more you pay. It would also encourage consumers to conserve on their water usage, which is also important.

Aqua said they spent \$700 for each household. Fine, charge each household \$10 a month for 70 months, then drop the extra fee. If I could get an increase of 128% a month on my business I would be very profitable indeed. A \$35.73 per month increase is ludicrous.

A rate increase of over 100% is not acceptable.

A concerned customer,


Richard A. Nowack

January 20, 2008

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

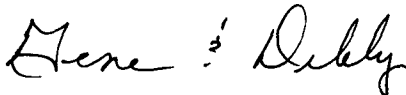
Re: Request No. QS-2008-0005
Aqua Missouri Rate Increase Request

Dear Public Service Commission:

I strongly object to such a large rate increase.

1. Aqua Missouri, Inc. operates in an unusual manner. When a development is being planned, the wastewater facility is designed and approved by DNR and Aqua Missouri, and then the developer pays all construction and design costs. Upon completion of construction, the facility is turned over to Aqua Missouri, Inc. to operate, maintain, and collect fees for usage without any exchange of money for the facility. Therefore, the main expense experienced by Aqua Missouri is the maintenance and fee collection.
2. An independent audit as stated will be conducted. What manner of auditing will disclose as to whether the maintenance on the existing facilities was performed in a responsible manner? Was the replacement of equipment because of neglect in regular maintenance resulting in the timing of accelerated replacement? What is the serviceable life of pumps, motors and blowers? Are these facilities monitored on a weekly basis? It is common knowledge that effluent samples must be taken in specific times, but is that the only visit to inspect the operations at the site? Does your audit look beyond the numbers to what is actually taking place in the field? To sum up this concern; is Aqua Missouri being a responsible caretaker of the inherited facilities?
3. The cost of living nationwide has risen 4%. How can the cost of doing business increase 128.75%?
4. The Capital improvement expense equal to \$700.00 per customer seems rather excessive. We would like to see that number justified.

Respectfully,



Gene and Debby Peterson
3925 Rustic Lane
Jefferson City, MO 65109

RECEIVED

JAN 28 2008

UTILITY OPERATIONS
DIVISION

December 27, 2007

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360

RECEIVED

JAN 09 2008

UTILITY OPERATIONS
DIVISION

Jefferson City Mo 65102

Re: Aqua Mo, Inc. rate increase request

Public Service Commission Personal,

This is in response to a permanent rate increase requested by Aqua Mo, Inc.

Not to long ago we had an increase in our rate. I could probably understand a request for a small increase but over a 100% increase is ridiculous and way out of line.

Somewhere they need to check into management, etc of the Company. Someone has not been doing their job if they need this big of an increase all at once. Someone is not tracking expenses etc.

Sounds like they need new management. Do they intend to recover this large amount all at once due to their lack of good management? And, if so, after recovery I guess they intend to collect this large amount monthly so the Company will then show very large profits after expenses.

Please look into this matter seems way out of line to me. A much smaller increase might be acceptable.

William & Carolyn Prenger

Public Service Commission

Attn: Water/Sewer Dept.

Fax 751-1847

Ref : proposed sewer rate increase – Aqua MO, Inc.

From: Dean Rahn

10447 Pinecrest

New Bloomfield, MO 65043

Jan 04, 2008

Dear Sirs,

In response to the proposed increase in sewer rates, I would like to bring to your attention that there are at least two households on my street that are not paying for their sewer service . These households do not even have an account with your company, yet they are receiving the services you want to raise. Another household in our area went for over a year without setting up an account and was not back billed a single day for services they used. How many more houses just on my street alone are not paying? Please look into this matter before raising our current rates. Seems mistakes in billing and customer service could be a bit at fault.

My address is 10447 Pinecrest – New Bloomfield Mo
Households not paying for services are 10444
Pinecrest and 10443 Pinecrest – New Bloomfield
Mo.

Please feel free to contact me by mail if needed.

Thank You –
Dean Rahn

Jan 04, 2008

RECEIVED

JAN 07 2008

Dear Sirs,

UTILITY OPERATIONS
DIVISION

In response to the proposed increase in sewer rates, I would like to bring to your attention that there are at least two households on my street that are not paying for their sewer service . These households do not even have an account with your company, yet they are receiving the services you want to raise. Another household in our area went for over a year without setting up an account and was not back billed a single day for services they used. How many more houses just on my street alone are not paying? Please look into this matter before raising our current rates. Seems mistakes in billing and customer service could be a bit at fault.

My address is 10447 Pinecrest – New Bloomfield Mo
Households not paying for services are 10444
Pinecrest and 10443 Pinecrest – New Bloomfield
Mo.

Please feel free to contact me by mail if needed.

Thank You –
Dean Rahn

January 24, 2008

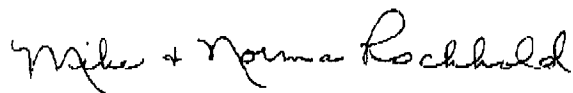
Office of the Public Counsel
Governor Office Building
200 Madison, Suite 650
P.O. Box 2230
Jefferson City, MO 65102

Dear Sir:

We would like to add my name to the list of citizens that are shocked by Aqua Missouri's intentions to increase their rates from \$27.50 per month to \$68.00. Having worked for years in a public utility which supplied water, sewer, and garbage services, I realize that there will be increases. But this proposed increase is way out of line, and would impose an extreme hardship on many families.

We would appreciate your help with this matter.

Sincerely,

A handwritten signature in cursive script that reads "Mike & Norma Rockhold".

Mike & Norma Rockhold
2024 Teal Lane
Holts Summit, MO 65043

January 24, 2008

James M. Russo
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Dear Sir:

We would like to add my name to the list of citizens that are shocked by Aqua Missouri's intentions to increase their rates from \$27.50 per month to \$68.00.

Having worked for years in a public utility which supplied water, sewer, and garbage services, I realize that there will be increases. But this proposed increase is way out of line, and would impose an extreme hardship on many families.

We would appreciate your help with this matter.

Sincerely,



Mike & Norma Rockhold
2024 Teal Lane
Holts Summit, MO 65043

December 28, 2007

In reply to: QS-2008-0005

Public Service Commission
Attn: Water/Sewer Dept.
PO Box 360
Jefferson City, MO 65102

RECEIVED

JAN 07 2008

UTILITY OPERATIONS
DIVISION

Attention: Water/Sewer Dept.

Dear Sir or Madam:

I am writing this letter in response to the notification I received regarding the proposed rate increase for Aqua Missouri, Inc.

My past experiences have not been the best with regards to this company. If I had the opportunity to use a city sewer system or could afford to have a septic tank installed; believe me, I would. I have owned my home for the last 13 years. In that time, I have requested of the company (several times) to assist my neighbor and I with driveway/access road maintenance. You see, my neighbor and I have a shared driveway that also includes an easement with the sewer company. If you have seen the size and weight of the trucks that go in and out of our driveway, you could get a very good understanding of the damage and erosion that has occurred. Needless to say, the company cannot be bothered to assist in any fashion; their contribution to maintenance would amount to approximately \$150 to \$200 every three (3) years. I also have not appreciated the fact that in the past their drivers have run over my children's tricycle (was witnessed by my neighbor), they have also ran over my daughters bicycle (saw that myself) and one time almost hit one of my children. I let the tricycle incident go, however, when they ran over my daughters bike; they drive into my yard to do it. On neither occasion could the driver stop to even apologize. I had to deposit my daughters run over bicycle in their Jefferson City office just to get them to acknowledge the damage and reimburse for a replacement. It could be that these prior issues are neither here nor there with regard to the current issue of a rate increase.

The rate increase? 128.75%, are they serious? That amount more than doubles the current rate. That is outrageous, unreasonable and unacceptable!! Currently, I pay \$59.36 monthly for my homeowners insurance, \$96.00 monthly for budget billing electric service, etc. I think it is extreme to say the least that I would have to pay MORE for sewer (that doesn't even include water service) than I pay monthly to insure my home and only \$32.00 dollars less than I pay for my electricity (my whole house is electric). Take a moment to think of the expenses that each of you incur with your own home and how preposterous it would be for your sewer bill to increase 128.75%. I think you would easily understand why their request for that much of an increase is ridiculous.

Sincerely,

Catherine M. Sala

Catherine M. Sala

January 7, 2008

To Whom It May Concern:

Concerning the rate increase that Agua Missouri, Inc. (Agua) is asking for-

They received about a 23% increase not long ago. Now they have the gall to ask for another 129% increase. This is wrong anyway you spell it.

There is not a thing the homeowner can do but voice his/her disapproval. Is there anyone who cares enough and who can do anything to stop this legalized robbery?

Think about it! For sewer service only, we already pay \$27.75 every month! Now they (Agua) want to increase that to \$63.48 every month, just for sewer service!

How in the name of Common Sense can anyone with authority allow this to happen?

While you consider your decision, please think of the homeowner who is daily struggling to keep his/her head above water-

Thank you for allowing me the opportunity to voice my disapproval of this outrageous increase to our sewer charges.

RECEIVED

JAN 14 2008

UTILITY OPERATIONS
DIVISION

Helplessly

Carlos Skelton
5507 Dove Lake Rd.

Dec. 28, 2007

Q S -2008-0005

I'm writing in regards to the request
by Aqua Missouri for a rate increase,
the Rate Increase is way to high, I can
see an increase of maybe 10% but 128%.
they just had an increase this past year.
the service we receive is not worth
an increase. Thank You

573-636-7154

Xita & Tom Storey

2847 Foxdale Dr. Jefferson City MO 65109

RECEIVED

JAN 15 2008

UTILITY OPERATIONS
DIVISION

January 12, 2008

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

Dear Public Service Commission:

I have recently received a Customer Notice that Aqua Missouri has applied for a rate increase of 128.75%. I am writing to protest that increase. I have lived in my house for over 6 years now and Aqua provides sewage service at the small treatment plant for my area. I live just outside the city limits in a small subdivision near the Moreau River.

Aqua has been steadily raising their rates since they assumed responsibility for the sewage treatment. Their rates have increased at a much higher pace than any other services such as telephone, water or trash pickup. I don't know anyone who has had an increase in income of 128.75%.

Their service is also not acceptable. The stench from the treatment plant is terrible, especially in warm weather. The smell is noticeable year round, but in warm weather it's not even possible to have windows open on some days because of the terrible smell. The plant is also noisy. In the evening you can hear it operating, which is also disruptive.

Now there is a second treatment plant across the Moreau River from my subdivision. I don't know if Aqua operates that plant also, but I hope the sewer stench and noise does not increase.

The rate increase request is ridiculous. Please deny it.

Sharon Wenneker
3305 Rudy Lane
Jefferson City, MO 65101



12/26/07

Dear Sir,

I am writing to protest the proposed rate increase Aqua Mo. is requesting. I think it is an undue hardship on their customers. A rate increase of 128.75% ! That is ridiculous. I got a 2% raise on my salary this year. I am a single mother with 2 children. I find it hard to afford the current rate of \$27.75 a month, just to flush the toilet. I hope that you will be fair to the people of Jefferson City and deny this unfair price increase. I hope many other citizens join me in protesting it as well. When I get a 128% increase in my salary then I would be glad to give them more but I don't see anything they have done to make the sewer system better, no changes have been made in my subdivision.

Sincerely,

Mary Williams

RECEIVED

DEC 28 2007

UTILITY OPERATIONS
DIVISION

January 4, 2008

RECEIVED

JAN 08 2008

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

UTILITY OPERATIONS
DIVISION

SUBJECT: Aqua Missouri, Inc. Rate Increase

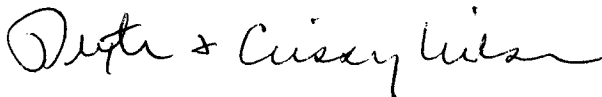
Recently, we received a notice informing us that Aqua Missouri was planning on raising their rates by 128.75%! Even typing it looks ridiculous.

While we do understand the need for adjustments to be made periodically by the utility companies, we don't understand the need for such a large increase in one sitting. It would be more palatable if the increase was spread over a two or three year period rather than dumped on the consumer all at once.

We recently moved from the city to the county and felt lucky to have this company servicing our area. The price was comparable to what we paid in the city. Now, we feel they are taking advantage of us as costumers. We have no other choice so will have to pay this increase if it is agreed upon.

We ask that the Public Service Commission investigate this increase and determine if this huge jump is necessary or if it could be divided over a period of time.

Thanks for your time.



Dexter and Crissy Wilson
5239 Zion Rd.
Jefferson City, MO 65109

EXHIBIT

2002 TEAL LN

RECEIVED

HOLTS Summit, MO

65043

JAN 07 2008

JAN 8, 2008

UTILITY OPERATIONS
DIVISION

PSC

WATER/SEWER DEPT.

P.O. BOX 360

JC MO 65102

OPC

LEWIS MILLS

P.O. BOX 2230

JC MO 65102

DEAR PSC or OPC

CONCERNING THE AQUA Missouri, INC

128.75% - PER MONTH RATE

INCREASE IS OUTRAGOUS. HERE

WE GO AGAIN, 2 YEARS AGO THEY

PULLED THIS SAME STUNT. A

REASONABLE INCREASE WOULD BE

ACCEPTABLE TO ME, I WISH I COULD

TELL MY BANKER, HERE IS \$10,000

FOR AN INVESTMENT, NOW I NEED

A 128.75% RETURN RATE - PER MONTH

THOZ 2
AQUA
ZEAMAN

WHAT WOULD BE YOUR RESPONSE
AS A BANKER? THE SAME RESPONSE
SHOULD APPLY TO AQUA MO -
GIVE THEM ONLY A 5.62%
ANNUAL RETURN RATE JUST
LIKE EVERY ONE ELSE. I HAVE
A LAGOON W/ NO PUMP STATION.

IF SOME SERVICES LIKE PUMP STATIONS
OR MULTIPLE LIFT STATIONS, ^{COST MORE TO MAINTAIN} MAKE
THOSE PEOPLE WHO ENJOY THOSE
SERVICES PAY FOR THEM.

THIS IS NOT A SMALL COMPANY - PART OF
A VERY LARGE COMPANY - HOW MANY SMALL
COMPANIES IN MISSOURI OUTSOURCE THEIR
BILLING ACROSS ^{THE} STATE LINE? AQUA MO
DOES. SOMETHING REASONABLE LIKE A 5.62%
ANNUAL INCREASE IS ACCEPTABLE - NOT A
128.75% MONTHLY INCREASE.

PAGE 5
ZEAMAN

JUST LIKE LAST TIME, I
INVITE YOU TO COME OUT
TO MY HOUSE & SEE THE
LAGOON WITH NO LIFT OR PUMP
STATION, JUST LIKE LAST TIME
YOU PROBABLY WONT.

I THINK AQUA MC
SHOULD PAY ME FOR
THE PLEASURE OF
TREATING MY GREY
WATER!

SINCERELY



573 896 8714

CHECK + MAKE
SURE THAT ALL
CUSTOMERS WHO ARE
HOOKED UP TO
GOLDEN PONDS
LAGOON ARE
BEING CHARGED
FOR THE
SERVICE!

QS-20008-0005

Comments Received

By The

Office of The Public Counsel

Jim Russo

Missouri Public Service Commission

Water & Sewer Department

QW-2008-0004

QS-2008-0005

FILE COPY

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

Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102

Re: Rate Increase Request QS-2008-0005

Dear Commissioners and Mr. Mills:

On December 20, 2007, Aqua Missouri, Inc. ("Aqua") provided the undersigned notice of a proposed rate increase. The present rate for most Aqua residential customers is \$27.75, a rate already higher than that paid by most Jefferson City area residents. Aqua is proposing that this already high rate be increased an additional **128.75 percent**. Thus, if approved, most Aqua residential customers would be paying \$63.48 per month -- for sewer services alone.

Aqua indicates in its December 20 notice that this increase is necessary "due to increases in operating expenses and more than \$1.2 million (approximately \$700 per customer) the company has invested in capital improvements since early 2005" Under Aqua's proposed plan, its small customer base (approximately 1,714 if you divide 1.2 million by 700) would repay Aqua's *capital improvement expenditures* in 19.59 months. After that period of time, Aqua would be receiving over \$700,000 per year -- in addition to its present revenues -- solely for increased *operating expenses*. Aqua's notice describes some of its capital expenditures, but it says nothing about what would cause such a huge increase in its everyday operating expenses.

On Aqua's website, the company touts its "aggressive growth-through-acquisition strategy." The website boasts of Aqua's 200 acquisitions and growth ventures in the past ten years. Lastly, the website proudly points to its "record earnings and above average shareholder return."

While we are sure that Aqua's proposed increase would further enhance Aqua's already attractive shareholder appeal, we strongly oppose its increase as an excessive burden on an already overly-charged and overly-burdened small class of Jefferson City area residential customers and we question the need for any further increase in rates. The mission of the Public Service Commission ("PSC") is not only to provide safe and reliable services to customers but to provide those services at "just, reasonable, and affordable rates." Aqua's proposal runs contrary to each of these purposes.

In summary, we believe that Aqua's current rates for sewer services are sufficient or too high and that additional revenues (given the already high cost of its monthly services) are unnecessary, unreasonable, and would cause unjust hardship on its customers. Aqua already boasts of record earnings and above-average shareholder returns. Rate increases should not be used to fuel aggressive acquisition strategies or to make stock values higher.

Accordingly, we would request that the PSC conduct a full investigation and audit of Aqua's operations and financial records and make Aqua substantiate the accuracy, validity, and necessity of the costs it requires for operating expenses. We further request that the PSC then make a determination that such an excessive rate increase is not in the public's best interests.

JAN 17 2008

Lastly, we would ask that the Commissioners look at their own monthly sewer-only rate, compare it to the \$63.48 residential rate that Aqua proposes, and deny that request.

Sincerely,

The undersigned affected residents of
Briar Village Court:

Household Signature:

Michael Johnson

Lisa B. Edmondson

Charles M. Hamrick

Patricia Carroll

John W. Hill

John A. Miller

John A. Miller

Mark R. Rother

Becky Howell

Michael W. Miller

Shawn R. Pham

Greg Dargatzis

TERRY HACKNEY

Mark Lindsay

Pat Hall

James S. Poirier

Kimberly J. Courtney

Address:

1408 Briar Village Ct., Jefferson City, MO 65109

1407 Briar Village Ct. " "

1411 Briar Village Ct. " "

1415 Briar Village Ct., J.C. MO 65109

1419 Briar Village Ct.

1439 Briar Village Ct., J.C. MO

1451 Briar Village Ct. J.C. MO

1452 Briar Village Ct. J.C. MO

1448 Briar Village Ct.

1436 Briar Village Ct.

1432 Briar Village Ct.

1424 Briar Village Ct.

1420 Briar Village Ct., J.C. MO 65109

1412 BRIAR VILLAGE CT, J.C. MO 65109

~~1401~~ 1401 BRIAR VILLAGE CT J.C. MO

1404 Briar Village J.C. MO

1423 Briar Village J.C. MO

1416 Briar Village Ct J.C. MO

December 28, 2007

Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102

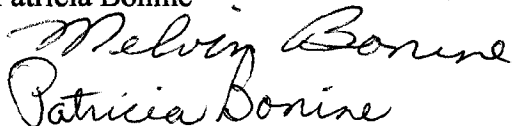
Re: Aqua Missouri, Inc. Rate Increase

Aqua Missouri, Inc. proposed rate increase of 128.75% for 2007 is unreal. For 2006, our monthly residential sewer bill went up from \$22.53 to \$27.75, which we could live with. This new increase of \$35.73 would up our monthly sewer bill from \$27.75 to \$63.48, which is too much. We are on a fixed income (Social Security) and the rate increase would impose a major hardship on our finances. We may have to sell our home and who would want to buy a home with a monthly sewer bill of \$64.00.

This company got along with \$27.75 in 2007, why can't it do the same in 2008. I think they are greedy. They want us to pay for all their expansions up front. Most companies borrow the money and then they pay off yearly instead of gouging its customers with rate increases. What are they doing with the money they receive now. Is this money being fed to Company Management.

Please do not allow this rate increase.

Melvin Bonine
Patricia Bonine



3222 Michaels Rd.
Jefferson City, MO 65101
(573)-761-3561

JAN 02 2008

FILE 0011

January 11, 2008

Dear Rep. Moore, members of the Public Service Commission, and Mr. Mills,

I am writing in response to the proposed 128.75% rate increase for monthly flat rate-residential charges from Aqua Missouri, Inc. When our family moved to our New Bloomfield home in November, 2004, the rate at that time was \$22.53/month. In November, 2006, the rate increased to \$27.75/month. The current proposed increase will add \$35.73 per month, bringing the total to \$63.48/ month!! Good grief!

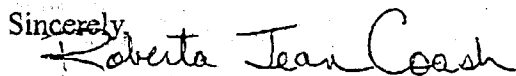
We get our water from Callaway County Water District #1 in Holts Summit, so we are only paying for sewage service for domestic waste from Aqua Missouri.

Aqua Missouri has a website, which states they are America's largest publicly-traded water utility. It states in August 2007 their dividend increased by 9% and this is the 17th cash dividend increase in 16 years. Is the increase in our rate for the shareholders? I understand Mr. Nick DeBenedictis, President and CEO of Aqua America, has said, "These rate increase requests were filed to recover capital expenditures and higher operating costs, such as power, chemical and property taxes." In my research, I can find no documentation of what was done to improve service nor any planned improvements. Therefore, I feel, since we also have to pay our own capital expenditures and higher operating costs, such as power, gasoline and property taxes, that the proposed increase is excessive.

Many of our neighbors are on a fixed income. They have earned the right to retire, but now they are facing inability to pay their bills. It is the "market will bear it" mentality that allows such increases to even be proposed!

I am including Rep. Moore in this communication because I feel she needs to know what is being attempted by Aqua America. This is an unfair amount of increase.

Sincerely,



Roberta J. Coash
10372 Old US Hwy 54
New Bloomfield, MO 65063

JAN 16 2008

January 2, 2008

Dear Lewis Mills (Office of Public Counsel):

Recently, I received a notice in the mail concerning a possible rate increase in my sewer service (reference number QS-2008-0005.) Since I have no choice in shopping around for my sewer service, I am calling on you to please take a careful look at what Aqua Missouri, Inc. is proposing.

Aqua Missouri, Inc. is proposing a rate increase equivalent to 128.75% per month. I am frustrated and extremely concerned that they would even consider such an extremely large increase. If all companies and businesses are allowed to raise rates at such a high percentage, people will struggle financially to make ends meet.

I have a hard time believing that this company can justify these increases based on their financial records. Perhaps they haven't noticed that the economy continues to struggle and that most Missourians receive raises that won't even cover the average yearly increase in cost of living. In my opinion, the problem Aqua Missouri, Inc. is experiencing perhaps stems from mismanagement within its own company.

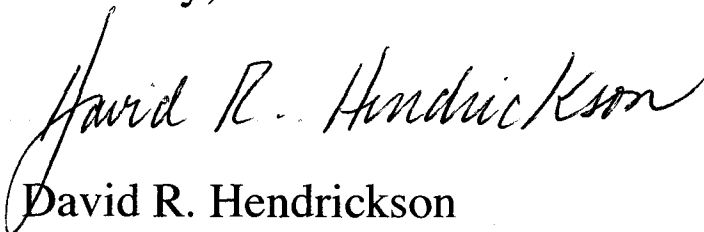
Your commission was established to protect consumers against monopolies and unfair business practices. I hope you are looking out for the consumer's interest and refuse to allow Aqua Missouri, Inc. to impose such outrageous

JAN 07 2008

increases on its customers who don't have the opportunity to shop around for better rates or company who puts its customers first.

This is the second such request in rate increases in the last two and a half years (the last being June 12, 2005.) Thank you for your time and consideration in looking into this matter and safe guarding the consumers of Missouri.

Sincerely,

A handwritten signature in cursive script that reads "David R. Hendrickson". The signature is written in dark ink and is positioned above the printed name.

David R. Hendrickson

David R. Hendrickson
10375 Oldfys Highway 54
New Bloomfield, MO 65063-5454

MID-MISSOURI P&DF
MO 652
03 JAN 2008 PM 1 L



Office of the Public Counsel
Attn: Lewis Mills

PO Box 2230

Jefferson City, MO 65102

65102+2230

FILE COPY

December 29, 2007

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

Dear Sir/Madam:

We are writing in regard to the recent notification that Aqua Missouri, Inc. is requesting a rate increase to its customers in the amount of 128.75 percent.

A rate increase may be necessary due to the recent renovations to our lagoon - but - this amount of an increase is outrageous.

Just to let you know, in June 2007, we notified Aqua that a bad smell was coming from the lagoons - we live just a short distance just northeast of them. We were advised there was nothing they could do about the smell. In October 2007, renovations were done in the lagoon area. We can again smell them when going out into our back yard.

For the above reasons, we strongly oppose a rate increase of this magnitude.

Thank you for your efforts in this matter.

Robert & Mary Eichholz
7805 Route M
Jefferson City, MO 65101
573 - 395-4789

cc - OPC - Attn: Lewis Mills
P O Box 2230
Jefferson City, MO 65102

JAN 03 2008

Dec. 27, 2007

Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO. 65102

FILE COPY

I am against this rate increase!!!!!! I am an old woman on a fixed income and live by myself. My water bill is below the sewer bill now and has been since I moved here. It (sewer) has been more than my water bill since I moved here 21 years ago. Even when I have had company the sewer bill is more than my water bill. I do not believe I should have to pay as much as a family, as they will use more than me. I should not have to sell my house because of this; but I can not afford all these increases. The last increase was around September 2006 and that increase was 5.22 / this increase would be \$35.73 and my water is around \$15 or \$16 or lower a month. I am against this so I can stay in my home and not go to a facility to live unhappily the rest of my life.

Mrs. Shirley Greil
3801 Lost Valley Ln.
Jefferson City, Mo. 65101
ph: 573-395-4339

DEC 31 2007

1-8-08

Dear Mr Mills

FILE COPY

128.75 percent increase
is too much. A metered rate
would be more fair. It stands
to reason that a family of 1
wouldn't use as much water
as a family of 4 or more.

Sincerely -

Dorothy Lauten
3213 Wardsville
Jefferson City,
Mo. 65101

JAN 11 2008

January 8, 2008

Office of the Public Counsel
Attn: Lewis Mills
P. O. Box 2230
Jefferson City, MO 65102

Dear Mr. Mills

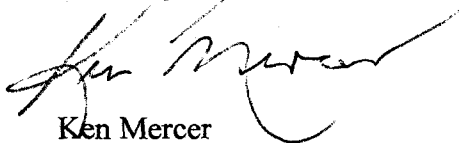
I would like to register my concern with you about the 128.75% rate increase requested by Aqua Missouri, Inc. as submitted on December 7, 2007. I am not sure who the notice was mailed too and what service areas this rate increase covers. It certainly covers more than the service provided by Aqua Missouri, Inc. to our sewer treatment, closed, system of 30 homes in this subdivision. This is a subdivision located outside the city limits of Jefferson City which has a sewer treatment system, originally installed by the developer. The system serves, about 30 of the 31 homes in this subdivision. Over the 30+ years, the system has been sold and bought by several different companies. Aqua Missouri, Inc. purchased this system a few years ago and may have other such systems in the area, but I am only familiar with this one.

It appears that Aqua Missouri, Inc, probably is entitled to a rate increase since they have not had one lately, but 128.75% seems to be excessively high. I have enclosed a letter that I have sent to Aqua Missouri, Inc for your information and will not repeat my thoughts in this letter but would ask that you please read it and add it to your information base.

Since Aqua Missouri, Inc. has not owned this particular system but a few years, I would support a modest 3% cost of living increase even if it went back two or three years (they mention 2005 in their notice).

Thank you for your time and attention to this matter.

Sincerely,



Ken Mercer
3720 Oakridge Road
Jefferson City, MO 65109
573-635-6245

JAN 09 2008

January 8, 2008

Aqua Missouri, Inc

First let me thank you for your service to this community. I live in a small subdivision, Shagbark Woods, located out of the city limits, here in Jefferson City, Missouri. There are about 30 homes served by your company on this closed, treatment system. Yes, I am aware that costs for services have and continue to escalate as well as all other services such as water, trash, electricity, gasoline, food, etc. Costs of living projected by government agencies, as you know, ranges from about 3-5% annually.

Though I agree that an increase is probably merited by your company, I really have difficulty understanding a 128.75% increase at one time. In our situation, according to your notice, that is a monthly flat rate-residential increase from \$27.75 to \$63.48 which seems to be excessively high. What would happen in your company if suddenly you were faced with a 128.75 % in, let's say, wages, added on top of other increases in costs of living such as utilities, insurance, replacing of outdated equipment, remodeling, fuel, etc.?

Now add to that the fact that your company appears to be on a fixed income (monthly rates) like I am (I am retired), and, like you, I am facing increases in Medicare, medical bills, utilities, I live in a 30 year old house that according to subdivision by-laws must meet certain guidelines, fuel continues to go up, and on and on the lists go.

I agree that you are entitled to an increase since you have not had an increase lately and would support a modest one. However, in my opinion, 128.75% is not acceptable. Please revise your projections especially in light of small closed treatment systems such as ours.

Thank you for your time and consideration

Sincerely,



Ken Mercer
3720 Oakridge Road
Jefferson City, MO 65109

FILE COPY

10952 Hunters Creek Road
Holts Summit, MO 65043
January 3, 2008

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

Dear Sirs:

RE: QS-2008-0005

I received the letter from Aqua Missouri concerning the proposed rate increase for Residential wastewater.

I believe a 128.75% rate increase is **quite** excessive. My sewer bill with Aqua Missouri increased from \$22.53 to \$27.75 per month in the last couple of years.

If the company needed to increase their rates why didn't they try increasing the rate a little each year? By the company increasing their rate by 128.75%, my sewer bill will be more than double each month from the amount allocated in my budget.

Thank you for your consideration in this matter.

Yours very truly,

Susan Miller

Susan Miller

CC: Office of the Public Counsel ✓

JAN 07 2008

FILE COPY

To Whom It May Concern:

This letter is in response to Aqua Mo request for a water and sewer rate increase. To the best of my memory they did this already about a year ago. Is this going to be an annual happening with them? To ask for raises in the amount they say they need is ridiculous. Their monthly statement is already so hard to read that it can't be understood by the common individual. Enough is enough. I for one will be unable to pay these drastic increases. Maybe they should go back to school and learn to manage their finances better.

Darrell L. Penberthy, 10241 Waters Edge Drive,
Eugene, Mo. 65032. (Lake Carmel)

Phone 573-496-3686

JAN 21 2008

FILE COPY

December 30, 2007
William & Carolyn Prenger
3406 Horneshoe Rd
Jefferson City Mo 65109

Office of the Public Counsel
Attn: Leinus Melts
PO Box 2230
Jefferson City Mo. 65102

Re: Aqua Mo, Inc request for permanent increase - (Objection)
re # 21-2008-0005

This is in response to permanent rate increase requested by Aqua Mo Inc.

Not too long ago we had an increase in our rate. I could probably understand a request for a small increase but over a 100% increase is way out of line.

Somewhere they need to check into management, etc. of the Company. Someone has not been doing their job if they need this big of an increase all at once. Someone is not tracking expenses, etc. Sounds like they need new management. Do they intend to recover this large amount all at once due to their lack of good management? And, if so, after recovery I they intend to collect this large amount monthly so the Company will then show very large profits after expenses.

Please look into this matter seems out of line to me. A much smaller increase might be acceptable.

William & Carolyn Prenger

Jan 04, 2008

Dear Sirs,

In response to the proposed increase in sewer rates, I would like to bring to your attention that there are at least two households on my street that are not paying for their sewer service . These households do not even have an account with your company, yet they are receiving the services you want to raise.

Another household in our area went for over a year without setting up an account and was not back billed a single day for services they used. How many more houses just on my street alone are not paying? Please look into this matter before raising our current rates. Seems mistakes in billing and customer service could be a bit at fault.

My address is 10447 Pinecrest – New Bloomfield Mo
Households not paying for services are 10444
Pinecrest and 10443 Pinecrest – New Bloomfield
Mo.

Please feel free to contact me by mail if needed.

Thank You –
Dean Rahn

Jan 04, 2008

Dear Sirs,

In response to the proposed increase in sewer rates, I would like to bring to your attention that there are at least two households on my street that are not paying for their sewer service . These households do not even have an account with your company, yet they are receiving the services you want to raise. Another household in our area went for over a year without setting up an account and was not back billed a single day for services they used. How many more houses just on my street alone are not paying? Please look into this matter before raising our current rates. Seems mistakes in billing and customer service could be a bit at fault.

My address is 10447 Pinecrest – New Bloomfield Mo
Households not paying for services are 10444
Pinecrest and 10443 Pinecrest – New Bloomfield
Mo.

Please feel free to contact me by mail if needed.

Thank You –
Dean Rahn

FILE COPY

December 28, 2007

In reply to: QS-2008-0005

Office of the Public Counsel
Attn: Lewis Mills
PO Box 2230
Jefferson City, MO 65102

Attention: Water/Sewer Dept.

Dear Mr. Mills:

I am writing this letter in response to the notification I received regarding the proposed rate increase for Aqua Missouri, Inc.

My past experiences have not been the best with regards to this company. If I had the opportunity to use a city sewer system or could afford to have a septic tank installed; believe me, I would. I have owned my home for the last 13 years. In that time, I have requested of the company (several times) to assist my neighbor and I with driveway/access road maintenance. You see, my neighbor and I have a shared driveway that also includes an easement with the sewer company. If you have seen the size and weight of the trucks that go in and out of our driveway, you could get a very good understanding of the damage and erosion that has occurred. Needless to say, the company cannot be bothered to assist in any fashion; their contribution to maintenance would amount to approximately \$150 to \$200 every three (3) years. I also have not appreciated the fact that in the past their drivers have run over my children's tricycle (was witnessed by my neighbor), they have also ran over my daughters bicycle (saw that myself) and one time almost hit one of my children. I let the tricycle incident go, however, when they ran over my daughters bike; they drive into my yard to do it. On neither occasion could the driver stop to even apologize. I had to deposit my daughters run over bicycle in their Jefferson City office just to get them to acknowledge the damage and reimburse for a replacement. It could be that these prior issues are neither here nor there with regard to the current issue of a rate increase.

The rate increase? 128.75%, are they serious? That amount more than doubles the current rate. That is outrageous, unreasonable and unacceptable!! Currently, I pay \$59.36 monthly for my homeowners insurance, \$96.00 monthly for budget billing electric service, etc. I think it is extreme to say the least that I would have to pay MORE for sewer (that doesn't even include water service) than I pay monthly to insure my home and only \$32.00 dollars less than I pay for my electricity (my whole house is electric). Take a moment to think of the expenses that each of you incur with your own home and how preposterous it would be for your sewer bill to increase 128.75%. I think you would easily understand why their request for that much of an increase is ridiculous.

Sincerely,

Catherine M. Sala

Catherine M. Sala

5607 DOVE LAKE ROAD
JEFFERSON CITY, MO 65101

JOHN SCHUMERT

FILE COPY

5742

Henwick, Jefferson City, Missouri 65109

Phone (573) 584-6788

December 29, 2007

Office of the Public Council
PO BOX 2230
Jefferson City, Missouri 65102
866-922-2959

Dear Office of the Public Council:

I am opposed to this rate increase for this reason. I have a piece of lakeshore property and I am billed every single month for water service that I rarely use. The main priority (from my point of view) would be to follow the by-laws and covenants and restrictions and force a sewer system to be put on mine and others property as these documents clearly state. I purchased this property as an investment in 1998 and it is basically worthless unless these systems are installed. If these provisions would have been followed years ago (as I was promised they would be) I doubt we would be having this debate today.

Sincerely,



John Schumert

JAN 02 2008

January 7, 2008

FILE COPY

To Whom It May Concern:

Concerning the rate increase that Agua Missouri, Inc (Agua) is asking for.

They received about a 23% increase not long ago. Now they have the gall to ask for another 129% increase! This is wrong any way you spell it.

There is not a thing the home owner can do but voice his/her disapproval. Is there anyone who cares enough and who can do anything to stop this legalized robbery?

Think about it! For Sewer Service ONLY, We already pay \$27.75 every month! Now they (Agua) want to increase that to \$63.48 every month, just for Sewer Service!

How in the name of Common Sense can anyone with authority allow this to happen?

While you consider your decision, please think of the home owner who is daily struggling to keep his/her head above water.

Thank you for allowing me the opportunity to voice my disapproval of this outrageous increase to our Sewer Charges.

Helplessly

Carlos Skelton

5507 Drive Lake Rd

JAN 09 2008

FILE COPY

31 December 2007

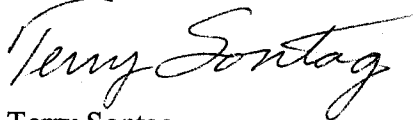
Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102

Dear Mr. Mills:

Our Aqua Missouri, Inc. Customer Notice, December 20, 2007 indicates that Aqua is requesting a 128.75% increase in residential rates. Our bill of October, 2006 was \$22.53. The next month's bill was \$27.75, a 23% increase. The new monthly requested rate is \$63.48. That is a 174% increase over the past 14 months. I can assure you that our income has not increased by that percentage over the past 14 months. Nor has our output into Aqua's system increased by that amount.

It is our opinion that two rate increases over a period of 14 months is excessive and that the requested 174% rate increase is exorbitant. We urge the Commission to significantly reduce the amount they approve to be more in line with the rate of inflation and the rate of increase in personal income. Thank you for your consideration in this matter.

Sincerely,



Terry Sontag

FILE COPY

Dec. 28, 2007

Q 5-2008-0005

I'm writing in regards to the request
by Aqua Missouri for a rate increase,
the rate increase is way to high, I can
see an increase of maybe 10% but 128%
they just had an increase this past year.
the service we receive is not worth
an increase. Thank you
Kizza & Tim Storey
573-636-7154
2847 Foxdale Dr. Jefferson City MO 65109

DEC 31 2007

CONCERNING AQUA MISSOURI INC

FILE COPY

1-5-08

To whom it may concern,

Please accept this communication regarding the proposed rate increase of 138.75%
I live in a small subdivision that utilizes a gravity flow lagoon system which has no lift or pump system. Something so simple in no way justifies this exorbitant hike. In fact, I would be at a loss to think of any public service that needs double the cost. Please be reasonable and look at charges not to exceed over 10%.

KAREN TERVO

Karen Tervo RN
2041 Ted Lane
Holt's Summit, MO

05043

JAN 09 2008

FILE

SW 04 05
8 2

January 12, 2008

Office of Public Counsel
Attn: Lewis Mills
P O Box 2230
Jefferson City, MO 65102

Dear Mr. Mills:

I have recently received a Customer Notice that Aqua Missouri has applied for a rate increase of 128.75%. I am writing to protest that increase. I have lived in my house for over 6 years now and Aqua provides sewage service at the small treatment plant for my area. I live just outside the city limits in a small subdivision near the Moreau River.

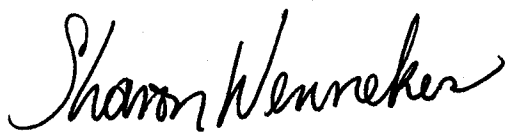
Aqua has been steadily raising their rates since they assumed responsibility for the sewage treatment. Their rates have increased at a much higher pace than any other services such as telephone, water or trash pickup. I don't know anyone who has had an increase in income of 128.75%.

Their service is also not acceptable. The stench from the treatment plant is terrible, especially in warm weather. The smell is noticeable year round, but in warm weather it's not even possible to have windows open on some days because of the terrible smell. The plant is also noisy. In the evening you can hear it operating, which is also disruptive.

Now there is a second treatment plant across the Moreau River from my subdivision. I don't know if Aqua operates that plant also, but I hope the sewer stench and noise does not increase.

The rate increase request is ridiculous. Please deny it.

Sharon Wenneker
3305 Rudy Lane
Jefferson City, MO 65101



JAN 16 2008

FILE COPY

HOLTS Summit, MO
65043

JAN 8, 2008

PSC

WATER/SEWER DEPT.

P.O. BOX 360

JC MO 65102

OPC

LEWIS MILLS

P.O. BOX 2230

JC MO 65102

DEAR PSC or OPC

CONCERNING THE AQUA MISSOURI, INC
128.75% - PER MONTH RATE

INCREASE IS OUTRAGOUS. HERE

WE GO AGAIN, 2 YEARS AGO THEY

PULLED THIS SAME STUNT. A

REASONABLE INCREASE WOULD BE

ACCEPTABLE TO ME, I WISH I COULD

TELL MY BANKER, HERE IS \$10,000

FOR AN INVESTMENT, NOW I NEED

A 128.75% RETURN RATE - PER MONTH

JAN 08 2008

THAT
AQUA
ZEMAN

WHAT WOULD BE YOUR RESPONSE
AS A BANKER? THE SAME RESPONSE
SHOULD APPLY TO AQUA NO -

GIVE THEM ONLY A 5.62%
ANNUAL RETURN RATE JUST
LIKE EVERY ONE ELSE. I HAVE
A LAGOON W/ NO PUMP STATION

IF SOME SERVICES LIKE PUMP STATIONS
OR MULTIPLE LIFT STATIONS, MAKE
THOSE PEOPLE WHO ENJOY THOSE
SERVICES PAY FOR THEM.

THIS IS NOT A SMALL COMPANY - PART OF
A VERY LARGE COMPANY - HOW MANY SMALL
COMPANIES IN MISSOURI? OUT SOURCES THEIR
BILLING ACROSS ^{THE} STATE LIKE AQUA NO
DOES. SOME THING REASONABLE LIKE A 5.62
ANNUAL INCREASE IS ACCEPTABLE - NOT A

128.75% MONTHLY INCREASE.

JEAN

JUST LIKE LAST TIME, I
INVITE YOU TO COME OUT
TO MY HOUSE & SEE THE
LAGOON WITH NO LIFT OR PUMP
STATION, JUST LIKE LAST TIME
YOU PROBABLY WONT.

I THINK ABOUT ME

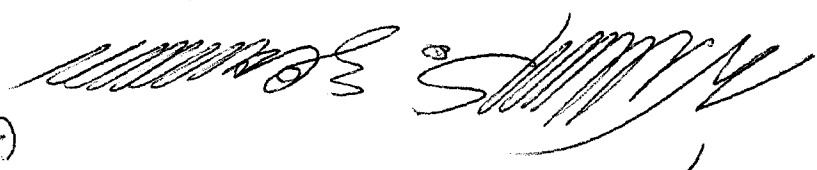
SHOULD PAY ME FOR

THE PLEASURE OF

TREATING MY GENEY

WATER!

SINCERELY



573 896 8714

CHECK + MAKE
SURE THAT ALL
HOOKED UP TO
GOLDEN POND
LAGOON ARE
BEING CHARGED
FOR THE
SERVICE!