

My name is Diane Eidson and I am a resident and board member of the Cedar Glen Condominium Association in Camden County. I have a hard time understanding why Confluence Rivers UOC was allowed to purchase our water and sewer system when PWSD#5 offered the same purchase price. Why would the state of Missouri sell our system to a for-profit company when a non-profit entity would have provided the same service at less cost to residents? However, since I assume that decision is not reversible, here we are...

The condo at Cedar Glen is a second home for my husband and me. We used only 600 gallons of water in May 2023. Our current water/sewer bill is \$24.76 (water) and \$29.02 (sewer) for a total of \$53.78 a month (the minimum amount). With Confluence Rivers' proposed increase of 45.8% for water and 189.9% for sewer, our minimum monthly bill would be an astounding \$120.23, more than double the amount that we pay now and also double the amount that we pay for electricity.

While paying an extra \$70 a month is not going to break us, some residents in our complex will have a hard time making ends meet. We have several full-time, elderly widows, widowers, and single residents who are living on social security only. With the increased price of everything right now, some of them are struggling to make ends meet. When this comment was made to the Confluence Rivers' team during the question-and-answer session on June 12, 2023, in Camdenton, their customer service representative responded that residents could apply for assistance through the Low Income Household Water Assistance Program (LIHWAP). So, in other words, the company will also profit from the Missouri taxpayers that support this program.

During this same question-and-answer session, a Confluence Rivers' representative stated that they used "consolidated tariff pricing" to determine the price increase. They are increasing our rates so that we can help pay for the other 68 systems that they have already purchased in Missouri. Shouldn't the price that we pay for service be used to sustain the Cedar Glen property only? Why should we be required to pay for other systems they have purchased that are in varying states of disrepair?

I understand that this is a private company, and they purchased the system to make a profit. They stated that they have lost money; however, the OPC attorney stated that they have already benefited from a 9.5% profit margin. Should the rates be raised AFTER they upgrade our system? How are they providing a better service than what we already had? I simply don't understand how they can be allowed to place such a high price on an essential need.

The Missouri Public Service Commission has a duty to ensure that the public has access to safe, reliable and **REASONABLY PRICED** utility services. Confluence Rivers' extreme rate increase proposal is egregious and unjust! I do not feel that this is a fair, reasonable price; and I am beseeching the Commission to reject this outrageous rate increase. If an increase is truly necessary to sustain our system, I trust that the rate will be fairly established by the Commission.

Thank you for your time.