

**Pamela Levetzow**

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**From:** Bill Rayburn [brayburn@nazdar.com]  
**Sent:** Tuesday, March 30, 2004 7:35 AM  
**To:** MGE Rates  
**Subject:** RE: Information

can be reached at 913-422-1888 ext. 2702 from 6:30am to 2:30pm most weekdays.

-----Original Message-----

**From:** MGE Rates [mailto:mgerates@MgeMail.com]  
**Sent:** Monday, March 29, 2004 7:49 PM  
**To:** Bill Rayburn  
**Subject:** RE: Information

Mr. Rayburn, I would be happy to answer any questions you may have but it might be easier by phone. If you will send your phone number and the best time of day to call, I would be happy to do that.

-----Original Message-----

**From:** Bill Rayburn [mailto:brayburn@nazdar.com]  
**Sent:** Friday, March 26, 2004 11:46 AM  
**To:** mgerates@mgemail.com  
**Subject:** Information

I am requesting additional information regarding the non-gas cost revenue increase recently filed by MGE. Also, is there information about the wholesale supplier rates and who controls them.

Thank you,  
 Bill Rayburn  
[brayburn@nazdar.com](mailto:brayburn@nazdar.com)

**Pamela Levetzow**

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**From:** Michael Wollard [mikey@epsi.net]  
**Sent:** Tuesday, March 30, 2004 10:04 AM  
**To:** MGERates@MGEmail.com  
**Subject:** Excelsior Springs,MO.

Hello, I was wondering if the gas rates in the Excelsior Springs,MO. area will be going up in price again. and if so why is this?  
Thank you.

**Pamela Levetzow**

**From:** Mikey [mikey@epsi.net]  
**Sent:** Friday, April 09, 2004 7:11 PM  
**To:** 'MGE Rates'  
**Subject:** RE: Please reply

Thank you for your reply  
Sincerely

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**From:** MGE Rates [mailto:mgerates@MgeMail.com]  
**Sent:** Friday, April 09, 2004 1:55 PM  
**To:** 'Mikey'  
**Subject:** RE: Please reply

My apologies, I thought I had responded. Yes, the insert you received is for all MGE customers which includes customers like yourself in Excelsior Springs. However, the rate increase has to first be approved by the Missouri Public Service Commission and the earliest date that it would affect customers is October 2004. Thanks for your question.

-----Original Message-----

**From:** Mikey [mailto:mikey@epsi.net]  
**Sent:** Wednesday, April 07, 2004 8:52 AM  
**To:** MGERates@MGEEmail.com  
**Subject:** Please reply

Yes, I sent an email over 2 weeks ago about gas prices around the Excelsior Springs, Mo. District. The message asked if natural gas prices were going to rise this year. I would like to have a response, please. Thank you for your time.

**Pamela Levetzow**

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**From:** CJ10401@wmconnect.com  
**Sent:** Saturday, March 27, 2004 9:00 AM  
**To:** MGERates@MGEmail.com  
**Subject:** MGE rate case hearings

To whom it may concern:

Something is happening that you are just a part of, but I can't keep letting it go by without a word or two. I will be getting on top of my soap box. Don't take it personal, just get a cup of coffee and take a few minutes to hear it from one of the everyday people.

Your company is requesting rate increases that don't sound like much when you say \$6.52 per month, but that is \$78.24 per year from my pocket. The county just raised property tax rates to help the fire department. That is estimated to be \$100 more out of my pocket this year. The city is trying to raise rates for the schools and it will probably pass and could mean as much as another \$100 out of my pocket this year. The year started with my health insurance company raising rates that will amount to \$700 more out of my pocket this year. Gasoline rates are so high, I am not even sure how much it is going to amount to this year.

I did get a raise at the first of the year but it only amounts to \$624 per year (before taxes). So let me do the math for you:

Yearly Estimated Increased Outflow = \$978.24

Yearly known Increased Inflow = \$624.00

Guess what, I don't have another \$350 this year to spend on everyone's increases. Why can't everyone learn to live within their means? I have to. When times get tough I can't just go out and raise my rates for my pay. I have to wait another year for a raise and I am sure it won't cover everyone else's needs again like it won't cover them this year.

When these increases occur folks like me who do live check to check have to drop something out of the equation. It is usually healthy food, dentists, doctors or medicine. These are the things I have learned to call luxuries, because it is a necessity to heat your home and buy gas to drive to and from work. It is a necessity to keep that roof over your head unless you want to live in the street.

I don't have luxuries like cable or satellite TV. I don't go out to the movies or dinner. I don't go out and party. I buy my clothes at garage sales and thrift stores.

I just wanted someone to know that you need to look at your customers as people, not numbers. You need to realize that while it may not sound like much to your company and its decision makers, \$75.00 can be a lot to everyday people like me.

Thank you for listening... Have a nice day. MGE customer in Nixa

**Pamela Levetzow**

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**From:** candonodak [candonodak@gbronline.com]

**Sent:** Monday, April 26, 2004 10:38 AM

**To:** MGErates@MGEmail.com

**Cc:** mopco@ded.mo.gov

**Subject:** missouri gas energy rate increase

Having lived in many different states, Nebraska being the last, we find the cost and services provided by the public utilities in Missouri to be outrageous. Bad service, nasty employees—the water department is the worst—and far too expensive. Now they want a residential rate increase of \$6.25 just to push their paper? Non-gas costs are THEIR costs for doing THEIR business. Their bottom line should not be made on the backs of the captive customers. Please deny this rate increase.

Thank you,

Helen Swartz

4/26/2004

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**Pamela Levetzow**

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**From:** Tina Campbell [mrs\_cambeiii@yahoo.com]  
**Sent:** Saturday, April 24, 2004 10:12 AM  
**To:** mgerates@MgeMail.com  
**Subject:** Re: FW: Missouri Gas Energy Rate Increase

Thank you for your quick response. You can contact me at 816-252-1466 on Wednesday, 4/28/2004. Or after 4:00pm on Monday, Tuesday or Friday. I would rather talk to you when I am at my home because it is hard to catch me in the office.

Tina Campbell  
816-252-1466

> -----Original Message-----

> From: MGE Rates [mailto:mgerates@MgeMail.com]  
> Sent: Wednesday, April 21, 2004 4:28 PM  
> To: 'Cambee56@comcast.net'  
> Subject: RE: Missouri Gas Energy Rate Increase

>  
> Rather than try to explain this via e-mail, i would  
> be happy to give you  
> a call. What phone number and day of the week or  
> time of day works best  
> for you?  
> Pam

> -----Original Message-----

> From: Cambee [mailto:cambee56@comcast.net]  
> Sent: Tuesday, April 20, 2004 7:43 PM  
> To: mgerates@mgemail.com; mopco@ded.mo.gov  
> Subject: Missouri Gas Energy Rate Increase  
> I would like to get more information on where this  
> money is going. I  
> tried looking on the website but did not see  
> anything that indicated a  
> pending rate increase.

>  
> I'd also like to know why everyone is getting an  
> increase with the  
> exception of the Large General Service. Who is this  
> Large General  
> Service and why am I paying for their price  
> reduction?

>  
> In addition why do I get two notices that MGE is  
> getting an increase?  
> One indicates that the increase will be 6.52  
> (average) more per month  
> and they are getting additional monies (ISRS) that  
> appear to be for the  
> same types of maintenance/operating costs.

>  
> You can email me the information at  
> cambee56@comcast.net or you can send  
> me a link to the information on the web.

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**Pamela Levetzow**

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**From:** Paul Shaw [upcmdtpas@sbcglobal.net]  
**Sent:** Monday, April 12, 2004 4:22 PM  
**To:** MGErates@MGEmail.Com  
**Subject:** Rate Increase

Greetings ~ I am retired with a fixed income. The Monthly rate increase is too much. The inflation rate is very low right now. This rate increase should not be needed at this time. Therefore I am against the increase.

Sincerely,

Paul A. Shaw  
5624 Ash  
Raytown MO 64133

Paul A. Shaw

**Pamela Levetzow**

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**From:** charles smith [cnh2002@inter-linc.net]

**Sent:** Thursday, April 01, 2004 11:25 AM

**To:** MGERates@MGEmail.com

**Subject:** Increasing Gas Rates

Of course, you realize, that if the rates continue to increase; your good reliable customers will find alternate heating methods and then, without all of your good reliable customers, where will you be???? No customers, no business. Think about it. We certainly will change our method of heating if these prices continue to go up; though it would be a good thing for your company and for your customers, if you would consider alternate ways to serve your customers without continually increasing rates. Sincerely, Charles L. and Helen M. Smith, Nixa, Mo.

**Pamela Levetzow**

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**From:** Kurt & Ellen Junger [kjungers@kc.rr.com]  
**Sent:** Tuesday, March 30, 2004 8:45 PM  
**To:** MGERates@MGEmail.com  
**Subject:** Rate Increase

To Whom This May Concern,

Please send me all information pertaining to the justification of your proposed rate increase.

Thank you,

Kurt Junger  
206 E.67th St.  
Kansas City, MO, 64113-2443

**Pamela Levetzow**

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**From:** Sharksteak [sharksteak51@yahoo.com]  
**Sent:** Tuesday, March 30, 2004 6:20 PM  
**To:** MGERates@MGEmail.com  
**Subject:** Request For Information

I would like to secure some additional information in preparation for the local public hearings in Joplin on April 27th. I would like to know the following information:

1. When were non-gas costs last increased and what was the amount of rate increase at that time (by class)?
2. What is the current average billing for non-gas coverage (by class)?
3. What is the current average gas usage (by class)?
4. Since the last non-gas increase, has the number of users requesting assistance in paying their gas bills increased or decreased? By how much?
5. What is the reasoning behind decreasing the "large general service" class while increasing the other three?

I appreciate your time and assistance.

Best Regards

sharksteak51@yahoo.com

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Do you Yahoo!?  
Yahoo! Finance Tax Center - File online. File on time.  
<http://taxes.yahoo.com/filing.html>

**Pamela Levetzow**

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**From:** BROCK [bfultz@casstel.net]  
**Sent:** Saturday, March 27, 2004 3:15 PM  
**To:** MGErates@MGEmail.com  
**Subject:** COMMENT ON THE GAS RAISE

I JUST WANT TO SAY THAT IT SUCKS AND YOU HAVE NO RIGHT TO KEEP DOING THAT TO THE CUSTOMERS. STUDIES HAVE SHOWN THAT MORE THAN 30% OF MGE CUSTOMERS HAVE TO SEEK ASSISTANCE TO PAY FOR YOUR BILLS. AND YOU SET HERE AND WANT TO RAISE THE RATE OF GAS AGAIN. IT IS NOT THAT HARD TO CONVERT TO ELECTRIC. JUST BECAUSE THE CEO'S AND THE OTHER BIG WIGS WANT MORE MONEY. I DO PLAN ON SHOWING UP AT THE MEETINGS AND I AM GONNA EUDGE PEOPLE TO CONVERT TO ELECTRIC. YOU WILL LOSE SO MUCH MONEY AND YOU WILL BE BEGGING PEOPLE TO COME BACK. I SEE NO OTHER GAS COMPANY WANTING TO RAISE THE COST OF GAS. ONLY YOU. OUT OF ALL MY BILLS GUESS WHICH ONE IS THE HIGHEST. IF YOU GUESSED YOURS, YOU ARE CORRECT. THE MORE GREED IN THE COMPANY THE FASTER YOU WILL BE OUT OF BUSINESS. I WILL MAKE SURE OF THAT AND ALSO I THINK THE IRS NEEDS TO BE CONTACTED. AND SEE WHY YOU HAVE TO RAISE THE COST OF GAS IF YOU HAVE NO MONEY. I WANT YOUR FEED BACK ON THIS. SO EMAIL ME A [BFULTZ@CASSTEL.NET](mailto:BFULTZ@CASSTEL.NET). TRUST ME IF YOU RAISE THE GAS I WILL HAVE YOU PULL MY METER. ONCE AGAIN I THINK IT IS SELFISH AND I WILL NOT HESITATE TO DISCONTINUE MY SERVICE FROM SUCH A FUCKED UP COMPANY.

HATEFULLY YOURS

BROCK FULTZ

**Pamela Levetzow**

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**From:** Stephen Strait [sds@fastfreedom.net]  
**Sent:** Friday, March 26, 2004 12:46 PM  
**To:** MGErates@MGEemail.com  
**Subject:** rate increase

As a person with disability I am opposed to any new rate increases. Your company, the electric company, and water company keep increasing your rates. Apparently without taking those on extremely tight budgeted incomes as myself into consideration. Due to your increases I am currently down to only being able to eat one meal a day, and not very good ones at that. If you think that disability will make up for your raises by their yearly cost of living raises you are sadly mistaken. This year I received an increase of \$12.00 a month, which due to the increases in the utilities I still come out behind. And believe me the jerk in the White House could not give a damn, because he is all for you and could care less if disabled people die off or not.

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4/20/2004

**Pamela Levetzow**

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**From:** LEATHMUS@aol.com  
**Sent:** Thursday, March 25, 2004 1:18 PM  
**To:** mgerates@mgemail.com; mopco@ded.mo.gov  
**Subject:** proposed rate hike

To whom it may concern,

Please find ways to streamline your procedures or hold the line on executive salaries, thus cutting costs. I recently paid over \$280 to heat my home for one month, and that's with storm windows all around, keeping my thermostat at 68 or below all winter, and having an electric clothes dryer. Gas costs are way out of line with other utility costs, and it seems that its price has risen much faster than inflation in general. Like the proverbial frog in the kettle illustration, the heat is being turned up ever so gradually, and it's really getting uncomfortable. Please take a look at what you're paying your execs, and ask yourself if it's right to make them fabulously rich at the expense of the general population--who don't have a choice when it comes to natural gas suppliers. Please don't go through with this rate increase.

Sincerely,

Lyndell Leatherman

**Pamela Levetzow**

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**From:** cteach189@netzero.net  
**Sent:** Thursday, March 25, 2004 9:59 AM  
**To:** MGErates@MGEmail.com; mopca@ded.mo.gov  
**Subject:** NON GAS RATE INCREASE

The gas rate went from .39 to .72 and rising. This is a request NOT to raise the non gas costs. I am a retire lady living on social social and the customer charge, energy fee, and franchise fees = \$20 of my \$56 bill--TERRIBLE. Again DO NOT RAISE NON GAS RATES. The \$56 is a charge for occasion heating in the a.m. and a gas hot water heater only. thanks customer 3198531293

**Pamela Levetzow**

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**From:** tshalz@hearst.com  
**Sent:** Friday, March 19, 2004 7:24 PM  
**To:** MGERates@MGEmail.com  
**Subject:** rate increase

I'm not thrilled with an increase in rates anytime, but why such a sharp increase? If you need to increase the rate do smaller increase requests. You'll have a lot better chance of the rate increase to go through.

\$6.52/month is about 5 months worth for me in non winter months for a total year.

Thank you.

Tom Shalz.

I'm not thrilled with an increase in rates anytime, but why such a sharp increase? If you need to increase the rate do smaller increase requests. You'll have a lot better chance of the rate increase to go through.

\$6.52/month is about 5 months worth for me in non winter months for a total year.

Thank you.

Tom Shalz.

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