

**Missouri Public Service Commission**  
**Public Comments Report**  
**Lakeland Heights Water Company**  
**Case No. SR-2009-0227**

**Unique Comments**                    **5**  
**Duplicate Comments**                **0**  
**Total Comments Received**        **5**

Staff Codes: JMR James Russo  
DS David Spratt  
DDW Derl Warren

**Date :** 1/14/2009

Item	First Name	Last Name	City	State	Public Comments	Office Staff		Resolution
P200900466	Donald	New	Wappapello	MO	Hi, I think everyone would like to have a 100% raise, at least I know I would, on my \$797 Social Security Check, but I don't look for that to happen, and I hope and pray that you don't give these people a 100% increase. Times are tuff for a lot of people, and I think this is just a little above and beyond what is necessary. Thanks, Donald New	PSC	JMR	Letter sent January 8, 2009.
P200900392	Gary	Cooley	Malden	MO	Please do not allow Lakeland Heights to double their rates.They are proposing a rate that is double what my rate is at my primary residence in rural Dunklin County,,, Thank you	PSC	JMR	Letter sent January 8, 2009.
P200900492	Richard	Parks	Jackson	MO	We realize that the cost has gone up, but we also feel that a 100% increase would cause undo hardship on all of the lake property owners. We think that a 3 - 5 % increase would be in line. If there has been a needed increase, it should have been budgeted and phased in over several years, knowing that equipment would need to be replaced. We have owned our property since 1972 approximately 36 years and have never seen any preventive maintenance done on the water lines.	PSC	JMR	Letter sent January 8, 2009.
Letter	Bill	Foster	Wappapello	MO	See Attached	PSC	JMR	Letter sent January 15, 2009.
Fax	Tracy	Galbraith	Wappapello	MO	See Attached	PSC	DS	Called customer January 23rd to discuss concerns.

## INITIAL CUSTOMER NOTICE

December 26, 2008

Dear Customer:

On November 26, 2008, Lakeland Heights (Company) submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual water operating revenues of \$10,200 (approximately 100%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase request, or comments regarding recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) **within 30 days of the date of this notice**. Your comments should include a reference to case number WR-2009-0227. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102  
Phone: 800-392-4211  
Fax: 573-751-1847  
E-Mail: [water.sewer@psc.mo.gov](mailto:water.sewer@psc.mo.gov)

Office of the Public Counsel  
Attn: Water/Sewer Dept.  
P.O. Box 2230  
Jefferson City, MO 65102  
Phone: 866-922-2959  
Fax: 573-751-5562  
E-Mail: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

To submit your comments via the Commission's Website:

- (1) go to <http://www.psc.mo.gov>;
- (2) click on "EFIS / Case Filings" on the menu bar on the left side of the page;
- (3) on the next page, click on the "Public Comment" icon under Submit Public Comments; and
- (4) fill out and submit the Public Comments form, including the case number shown above.

If you have any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at 573-293-5792 or 573-718-3796.

Sincerely,

Rodger Owens  
President

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Minimum Charge (includes 2,000 gallons)	\$7.47	\$14.94	\$7.47
Usage Over 2,000 gallons (per 1,000 gallons)	\$2.71	\$5.42	<del>\$2.71</del>
Total Monthly Bill (at 6,000 gallons usage)	\$18.31	\$36.62	\$18.31

*Comment on Reverse  
Side*

Jan 6 '09

ATTN: Water/Sewer Commission:

My opinion concern changing or  
doubling the current rates seems a bit  
on the excessive side for any business  
I could conceive w/ a 50% change but  
never doubling

Then  
Bill L. Fark

RECEIVED

JAN 13 2009

UTILITY OPERATIONS  
DIVISION

Public Service Commission  
Attn: Water / Sewer Dept  
\* Our Comment \*

We are business owners that are currently struggling through these hard economic times. I feel that it would be wrong to increase billing amount at this time, not only for us but our community. But our neighbors that don't have the advantage of owning a business like us.

We previously done work on water tower in question. We were going to charge \$300 they complained so we only charged \$2. - my husband said it was not even worth our time to climb the tower let alone do the work we did for \$150

In our hard economic times our community just cannot afford an increase.

Respectively,  
Nancy Galbraith