

Customer Comment Card
Lake Region Water & Sewer Rate Increase Request
Case Nos. SR-2010-0110 & WR-2010-0111

FILED
April 9, 2010
Data Center
Missouri Public
Service Commission

Name: William H and Kathryn Nelson Are You A Current Lake Region Customer: Yes ☒ No ☐
Street Address: 247 Waterford Terr. City: Sunrise Beach Zip Code: 65679
Phone: 573-374-4307 E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

We are concerned that the proposed increases, especially the sewer increase, are excessive and will be a hardship. We are retired and on a fixed income, as are many of our neighbors. With the current economy, this does not seem to be a good time for such huge increases.

OPC Exhibit No. 1

Date 3-29-10 Reporter XF

File No SR-2010-0110 /

WR-2010-0111

MAR 03 2010



Customer Comment Card
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Case Nos. SR-2010-0110 & WR-2010-0111

Name: MRS. SHIRLEY DIXONAre You A Current Lake Region Customer: Yes ☒ No ☐Street Address: 8314 W. 154TH STCity: OVERLAND PARK, KS Zip Code: 66223Phone: 913-649-2777 E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

AS HOME OWNERS READY TO RETIRE TO A SMALL COMMUNITY OF SEVEN HOMES, LOCATED BETWEEN PORTA CIMI & THE VILLAGES, THESE EXTREME PRICE INCREASES WILL BE A HARDSHIP NOT ONLY TO US BUT TO THE MOSTLY RETIRED RESIDENTS OF THORNWOOD ESTATES.

MANY PEOPLE ARE FINANCIALLY HURTING IN THIS ECONOMY & THESE RATE INCREASES WOULD BE A BURDEN FOR MANY.

PLEASE RECONSIDER

FEB 25 2010



Customer Comment Card
Lake Region Water & Sewer Rate Increase Request
Case Nos. SR-2010-0110 & WR-2010-0111

Name: David + Donna Conner

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 1022 Spring Creek Dr. City: Sunrise Beach Zip Code: 65079

Phone: cell: 314-578-5312 E-Mail: dconner@yhti.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

To: Office of Public Counsel

FEB 22 2010

We were shocked by the amount of increase sought by Lake Region Water & Sewer!! We are full time residents in Porto Cima, retired and on a fixed income. This is our only home. To my best recollection, we were required to pay water & sewer charges monthly on our undeveloped lot, albeit at a reduced rate. The proposed increase would double our rates!! We love our home of 5 yrs. Please help



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Case Nos. SR-2010-0110 & WR-2010-0111

Name: Brenda Moore

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: _____

City: Sunrise Beach Zip Code: 65077

Phone: _____

E-Mail: Brenda 0726 @ sbcglobal.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

We all had to cut back because of the recession but to increase 70% is not right. A lot of the time when Lake Region Water & Sewer are working on problems in my area, you drive by and see one guy working with 4 or 5 guys standing watching. Not right and when they drive around to read ~~water~~ meters there is two guys in truck and they don't have to get out truck - one guy can do this. I can see a rise but not 70%. I have a lawn business and I have ~~been~~ been in business for 12 years and have not increased my prices at all.

Thank You

Please don't let them raise the cost 70%

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Case Nos. SR-2010-0110 & WR-2010-0111

Name: Judy Uecker Are You A Current Lake Region Customer: Yes ☒ No ☐
Street Address: 10050 E. Mountain View City: Scottsdale ^{A2} Zip Code: 85258
Phone: 602 430 1088 E-Mail: Jakehl #25
Ciaoglu @ AOL.com

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

FEB 08 2010



Customer Comment Card
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Case Nos. SR-2010-0110 & WR-2010-0111

Name: Dale AND TAMMERIA HAWKS Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 1653 GRANDVIEW DRIVE City: SUNRISE BEACH Zip Code: 65079

Phone: 214-492-3968 E-Mail: TKHAWKS@gmail.com
573-374-5698

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

FEB 05 2010

The proposed 28% for water and 70% for sewer rates seem very excessive. With 10% unemployment and people struggling to pay increase gas, food, and taxes this will be harmful to many families. The increase should be limited to a more reasonable amount. What is the justification for this?

Many of the lake people pay money monthly when they do not use the water or sewer services for months at a time. These people already pay for service they are not using monthly.

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Case Nos. SR-2010-0110 & WR-2010-0111

Name: JILL SLACK

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 135 GREYSTONE

City: Sunrise Beach Zip Code: 65079
MO.

Phone: 314 4327578

E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

This rate increase (28% water + 70% sewer) for Shawnee Bend is outrageous and too steep in too short a time. The disparity between the increase at Shawnee Bend vs Horseshoe Bend is discriminatory.

FER 03 2010



Customer Comment Card
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Case Nos. SR-2010-0110 & WR-2010-0111

Name: Joseph G. Lunt

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 582 BROOKHAVEN LANE

City: SUNRISE BEACH MO Zip Code: 65079

Phone: (636) 938 9222 E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

To Ask for a 28% increase in water rates + a 70% increase in Sewer Rates is unconscionable especially in the current economic climate.

JHL



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Case Nos. SR-2010-0110 & WR-2010-0111

Name: Judith M. Nelson

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 741 Grand View DR.

City: SUNRISE BEACH Zip Code: 65079

Phone: 573 374-2723

E-Mail: jnele43@gmail.com

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

Owners of
LRW+S collects availability fees from undeveloped lots
for the different private utilities these owners own. I
would think these fees should go into service for existing
customers as well as future services. 70% increase seems
so excessive; why any rate increase as they (LRW+S) are
receiving an additional \$375 from LRW+S customers in Porto Cima
for fire hydrants which are just starting to be put in.
The availability fees must amount to a lot of money since
Judge Moore mentioned them in his investigation for Porto Cima's
win after Sunrise Beach stopped, temporarily, Porto Cima getting
permission for LW+S to install fire hydrants.

FEB 01 2011



Customer Comment Card

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Case Nos. SR-2010-0110 & WR-2010-0111

Name: R F FiesterAre You A Current Lake Region Customer: Yes ☒ No ☐Street Address: 5531 Hickory Wood Court
Cedar Rapids, IA 52411

City: _____ Zip Code: _____

Phone: 319-395-9935 E-Mail: R.Fiester@msn.comComments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

We have a Town Home in Porto-Cimino
 We - among others pay monthly water-sewer
 bill for Basic Water & Sewer - whether we use
 it or not. When we use it (w/s) we usually
 exceed the basic volume and we pay for it.

Is there really a need for a rate increase?
 Since we're now paying for a service that
 is not used in reality.

Richard J. Fiester

JAN 29 2010



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Name: Andy CARTWRIGHTAre You A Current Lake Region Customer: Yes ☒ No ☐Street Address: 12 Anita DriveCity: Sunrise Beach Zip Code: 65079

Phone: _____ E-Mail: _____

Comments: **** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.**

I think the prices are Ateral too high
for last time users. I never go above my
minimum payment usage so why should I pay
more?

Now they want to add more for
fire hydrants even though the vote failed - no
preference.



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Case Nos. SR-2010-0110 & WR-2010-0111

Name: WAYNE MARLOW

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 1091 GRANDPOINT BLVD

City: SUNRISE BEACH Zip Code: 65079

Phone: 573 434 4043 E-Mail: waynesm2@YAHOO.COM

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

I attended the Public Hearing

- ① Found it offensive that NONE of the commissioners bothered to attend. 20 CUSTOMERS showed up to meet with them - taped only + 6 staff members had no authority + marginal knowledge of this water dept.
- ② No one could explain why \$331,223 was needed, what it would be spent on + how customers would benefit - Just that company wanted more \$
- ③ No adequate explanation as to how/why rate increase 2% was determined - 20% for Shawnee Bend seems illogical since it is the newest sewer system + 70% seems huge in today's economy w/ many people + businesses struggling to make ends meet. Why should Lake Water deserve better + special revenue increases.

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Name: CHARLES F. WELEK, JR.

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 334 PALMER DRIVE

City: LAKE CORK

Zip Code: 65049

Phone: 365-5606

E-Mail: charles@getlake.com

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

SINCE I HAVE NOT RECEIVED ANY CORRESPONDENCE
FROM THE UTILITY COMPANY EXPLAINING THEIR JUSTIFICATION
FOR SUCH A HIKE, I DON'T KNOW WHY A RATE INCREASE
IS NECESSARY. NOR HAVE I SEEN ANY INCREASE IN
SERVICES OR IMPROVEMENTS ON HORSESHOE BEND.
THEREFORE, I AM NOT IN FAVOR OF A RATE INCREASE.

NO "STANDBY" WATER FEES ARE ALREADY SORE POINT.

ENOUGH!

JAN 29 2010

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Name: Polly Meier Are You A Current Lake Region Customer: Yes ☒ No ☐
Street Address: 97 Pebble Beach Ln City: Four Seasons Zip Code: 65049
Phone: 573-365-0029 E-Mail: wife.opmr@yahoo.com

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

Of course, no one likes rate increases,
however, if part of the increase is
used to place central sewers and
remove septic tanks, I will be
thrilled. Can you get
any stimulus money?

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Case Nos. SR-2010-0110 & WR-2010-0111

FILE COPY

Name: Steve & Connie Swanson

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 574 Duckhead Rd

City: Lake Park Zip Code: 65049

Phone: 573-964-6253

E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

Increases of this magnitude in this economy are beyond comprehension. Even if the economy was in much better condition, these percentages would still be outrageous! Unemployment, low wages, & fixed incomes provide enough stress on families. TAXES, health care, etc. continue to increase, this proposal can certainly be revised, with a better plan of operation and sustainability.

Obviously, we object. This proposal falls right in line with Wall Street & other govt bail-outs, paid for by us. Thank you for your consideration.

JAN 27 2010

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Case Nos. SR-2010-0110 & WR-2010-0111

Name: LAURA MURDOCK

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 655 OAK CREEK

City: RENO

Zip Code: 89511

Phone: 775-861-4734

E-Mail: MURDOCKS6090@SBCGLOBAL.NET

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

I DO NOT LIVE IN MY HOME AT
THE LAKE. RATES FOR WATER & SEWER
SHOULD NOT BE APPLIED TO CUSTOMERS WHO
DO NOT PERMANENTLY RESIDE THERE

JAN 27 2010

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FILE COPY

Customer Comment Card
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Case Nos. SR-2010-0110 & WR-2010-0111

Name: PAUL BARTELS (1670 DEVELOPMENT LLC) Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 644 HERON ESTS. DR. City: CAMDENTON Zip Code: 65020

Phone: 573 374 8999 E-Mail: BARTELSCONST@ATT.NET

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

I AM PART OWNER OF A HOME LOCATED AT LOT #1670 VIA APPIA. NO ONE IS
RESIDING THERE AND THE WATER/SEWER BILL WAS RUNNING \$33.25 A MONTH, UNTIL
NOVEMBER 2009 IT WENT UP TO \$37.50 A MONTH! THESE RATES ARE ALREADY
TOO HIGH FOR NO WATER USAGE. AND NOW THEY WANT TO RAISE WATER
28% AND SEWER 70%? COMMON PEOPLE ENOUGH IS ENOUGH!

Paul J Bartels

JAN 27 2010

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Customer Comment Card
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Case Nos. SR-2010-0110 & WR-2010-0111

Name: STEPHEN BETZ

Are You A Current Lake Region Customer: Yes ☐ No ☐

Street Address: 596 FORESTRIDGE LN

City: SUNRISE BEACH Zip Code: 65079

Phone: 573-374-0311

E-Mail: smbetz3@yahoo.com

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

IN A PERIOD OF RECESSION AND DEFLATION, IT IS AN ABSOLUTE
TRAVESTY IF A UTILITY CAN GET A 70% INCREASE THROUGH
ANY PUBLIC UTILITY COMMISSION. A MADEST INCREASE WOULD
BE UNDERSTANDABLE BUT 70% IS CRIMINAL AT WORST OR
MISMANAGEMENT AT BEST.

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FILE COPY

Name: HENRY DILSCHWEIDEN

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 328 HOGAN DRIVE #C

City: LAKE OLAH

Zip Code: 65049

Phone: (573) 365-4453 E-Mail: hndi@LPYHTI.NET

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

THIS IS OUTRAGEOUS! We cannot pass the current high price onto Renters. The sewer bills are already twice the water bills. We put no solids into the system but are already charged the same as those that do. A 51% INCREASE NO WAY!

JAN 27 2010



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Case Nos. SR-2010-0110 & WR-2010-0111

FILE COPY

Name: Don Hagan Are You A Current Lake Region Customer: Yes ☒ No ☐
Street Address: 152 Greystone Ln. City: Sunrise Beach Zip Code: 65079
Phone: 573-374-2271 E-Mail: danhagan@charter.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

While I understand we'll need for Lake Region Water & Sewer to increase rates for both water + sewer to compensate for inflation. However, a rate increase of 76% proposed at a time when inflation is so low that retirement systems are given NO COLA's and the jobless rate is over 10% is ludicrous. We have family in Columbia, St. Louis + Kansas City + the rates they pay for similar services are much lower than we pay currently. I have serious reservations regarding the equity of a rate increase of this magnitude.

JAN 27 2010

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Case Nos. SR-2010-0110 & WR-2010-0111

Name: Karl + Martha Roster Are You A Current Lake Region Customer: Yes ☒ No ☐
Street Address: 356 Grand Cove Road City: Surprise Beach Zip Code: 65079
Phone: 573-374-0315 E-Mail: skibuz@yhti.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

70% increase in sewer rates for Shawnee Bend is totally inappropriate!
It is difficult to comprehend the need for a rate increase of this magnitude. From what we have been able to determine, it appears that not all revenue generated is ~~not~~ flowing through to Lake Region Water + Sewer. If this is correct, it would appear that a significant portion of any rate increase could be offset by these 'availability fees' being included in Lake Region Water + Sewer revenues.

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Case Nos. SR-2010-0110 & WR-2010-0111

Name: HENRY D. Lschneider

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 328 Hogan Dr. #A

City: LAKE ORANGE Zip Code: 65049

Phone: (573) 365-4453 E-Mail: hankd.leyni.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

THIS IS OUT RAGEOUS! We already pay twice as much
for sewer as we do for water. We do not put
any solids into the sewer only effluent. If this
goes thru it's the last straw. I will sell this property

JAN 26 2010

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Customer Comment Card
Lake Region Water & Sewer Rate Increase Request
Case Nos. SR-2010-0110 & WR-2010-0111

Name: HENRY D. Schneider

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 328 Hogan Drive "B"

City: Lake Ozark

Zip Code: 65049

Phone: (573) 365-4453

E-Mail: hnd@kdlc.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

This is OUTRAGEOUS! We cannot even pass on the current cost to renters. Our sewer bill is twice our water bill already. The \$1,500 hook up fee was excessive above + beyond the cost to install. We put no solids into the system ONLY Effluent. Why should we pay more?

JAN 26 2010



Customer Comment Card

Lake Region Water & Sewer Rate Increase Request

Case Nos. SR-2010-0110 & WR-2010-0111

FILE COPY

Name: Roger Drogola Are You A Current Lake Region Customer: Yes ☒ No ☐
Street Address: 178 Springridge Ln City: Sunrise Beach Zip Code: 65079
Phone: 573-374-8870 E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

I think that the rate increase that is proposed by Lake Region Water and Sewer is way out of line and does not reflect true cost increases. I think it would be detrimental to the economy at this time. The rate increase would create a hardship for a lot of their customers that are currently just holding on in this downed economy.



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Name: Charles M. GrawAre You A Current Lake Region Customer: Yes ☒ No ☐Street Address: 610 Grandview Dr.City: Lunenburg Beach Zip Code: 065079Phone: 816-835-8390 E-Mail: VMCGRAW@SBCGLOBAL.NET

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

Water and sewer bills are already too expensive. Can't believe anyone could ask for a 78% or 70% rate increase in this economy. Time to cut cost. Look at administrative cost and I am sure you will find them out of line. This needs to be voted down.

Thanks for listening
Charles M. Graw

JAN 26 2010

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Case Nos. SR-2010-0110 & WR-2010-0111

FILE COPY

Name: Ken Barley

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 421 Greystone

City: Sunrise Beach, Mo Zip Code: _____

Phone: 573-883-3544
573-374-8886

E-Mail: Ken@barleyauto.com

Comments: **** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.**

Great Service
Friendly Employees
Great Job

JUN 26 2010

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Customer Comment Card
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Case Nos. SR-2010-0110 & WR-2010-0111

Name: JAMES VOGT

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 47 MAGNOLIA POINT

City: SUNRISE BEACH Zip Code: _____

Phone: 691-777-8818

E-Mail: jamesvogt@mchsl

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

WE OWN A HOME IN PORTO CIMA. WE SPEND ABOUT 4 DAYS
PER MONTH THERE. OUR WATER USAGE IS
VERY LOW, BUT OUR BILL EACH MONTH IS
HIGH DUE TO MINIMUM CHARGES. OUR
WATER BILL AT OUR PERMANENT RESIDENCE
IS ABOUT ONE HALF THE WATER BILL IN PORTO
CIMA.

WE WOULD LIKE THE MINIMUM CHARGE TO
BE REDUCED.

THANK YOU

JAMES & LINDA VOGT

JAN 25 2010

of

Customer Comment Card
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Case Nos. SR-2010-0110 & WR-2010-0111

FILE COPYName: Stephen F. KonuchAre You A Current Lake Region Customer: Yes ☒ No ☐Street Address: 361 LAS CAMPANASCity: SUNRISE BEACH Zip Code: 65079Phone: (573) 374-5489 E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

My wife and I do NOT support the amount of rate increases that the Lake Region Water & Sewer is seeking.

The rate increase for Horse shoe Bend & Shawnee Bend is unjustified and discriminatory. The increase should be the same across the board.

We ^{PAY} Lake Availability Fee for an undeveloped lot that is not being considered. This is paid for water and sewer service that is not utilized.

In this economy, we feel that a 15% to 20% across the board should be adequate.

JAN 25 2010

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FILE COPY

Name: Harold Brown

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 821 Grandview

City: Sunrise Beach Zip Code: 65079

Phone: 573-374-7199 E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

I am responding to your request for Customer Comments on the request for a Rate Increase on our water and sewer rates. First: No place do I see where the additional funds, if approved, will be deposited for security or where the funds will be spent or dispersed.

Secondly: If the funds are for additional expansion, I feel that those costs should be imposed by those Residends and Commercial locations that will take advantage of those of us that have paid our dues for years.

In closing, I feel that the funds requested have no direction in Budget Track.

NEB down 12-15-10



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FILE COPY

Name: Richard RishelAre You A Current Lake Region Customer: Yes ☒ No ☐Street Address: 341 Country Club Drive City: Lake Ozark Zip Code: 65049Phone: 573-365-6032 E-Mail: rstrishel@charter.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

The proposed rate increases are excessively extreme. Unbelievable to even consider such an increase, especially in a down economy. I strongly request the Commission denies such a preposterous rate increase.



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Name: RICHARD KLAPPAre You A Current Lake Region Customer: Yes ☐ No ☐Street Address: 280 PALMER DRCity: LAKE OZARK Zip Code: 65049Phone: 573-365-2688E-Mail: RTKMFK@CHARTER.NET

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

I AM AGAINST the 51% increase in sewer rates in
Horseshoe Bend. I pay \$25 + for sewer service that is
enough, a 51% increase is ridiculous. We are totally
against this increase.

Richard & Marlene Klapp

JAN 22 2010



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FILE COPY

Name: GARY FENN

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 74 EAGLES COVE CT

City: SUNRISE BEACH Zip Code: 65079

Phone: 225 205 0633

E-Mail: _____

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

RATE INCREASES ARE UNDERSTANDABLE BUT 28%, 70%,
51% ALL AT ONCE POINT TO VERY POOR
PLANNING AND MANAGEMENT. WHY IS THE SEWER
RATE INCREASE DIFFERENT FOR SHANNEE BEND
AND HORSESHOE BEND?



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FILE COPY

Name: Gregg & Dagmar Baswell

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 1783 Grand View Drive City: Sunrise Beach Zip Code: 65079

Phone: 573-374-3037 E-Mail: coten ia@peoplepc.com

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

We think it is outrageous to put that kind of % on your customers, we can understand 5-10% but 70% on sewer is absurd and 28% on water increase on top. I hope it doesn't pass our Community is struggling just to make ends meet, maybe your Commission has lost side of the fact that we have a 10% unemployment rate. Please reconsider that ridiculous request.

JAN 21 2010

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FILE COPY

Name: Jane Berg & Roger Berg

Are You A Current Lake Region Customer: Yes ☒ No ☐

Street Address: 183 Willow Ridge

City: Lake Park Zip Code: 65049

Phone: 573-355-1644

E-Mail: jef1968@charter.net

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

Would like to know the delinquent accounts -
why (if any) do we need an increase if there
are any.

Cut along the dotted line, fold, tape and mail.

Cut along the dotted line, fold, tape and mail.



Customer Comment Card
Lake Region Water & Sewer Rate Increase Request
Case Nos. SR-2010-0110 & WR-2010-0111

FILE COPY

Name: GARY ESBECK Are You A Current Lake Region Customer: Yes ☒ No ☐
Street Address: 1028 BROOKHAVEN LN City: SUNRISE BEACH Zip Code: 65079
Phone: _____ E-Mail: gandcesbeck@gmail.com

Comments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.

THIS level OF PERCENTAGE INCREASE IS OUTRAGEOUS.
WHERE HAVE THEY BEEN ALL THOSE YEARS IF THEY
NEED THIS MUCH ALL AT ONCE. IF OUR COMPANY
HAD TRIED THIS (WHEN I WAS WORKING) OUR CUSTOMERS
WOULD HAVE LAUGHED US OUT OF THEIR OFFICES.
IF THEY NEED A JUSTIFIED INCREASE RAISE THE
RATES GRADUALLY OVER 5 YEARS. HAVE THEY HEARD OF
THE RECESSION?

JAN 27 2010

Customer Comment Card

Lake Region Water & Sewer Rate Increase Request

Case Nos. SR-2010-0110 & WR-2010-0111

FILE COPY

Name: C.A. DAVIESAre You A Current Lake Region Customer: Yes ☒ No ☐Street Address: 1283 Grandview Dr.
EC. LOT # 572City: Sunrise Beach, MO. 65079
Lake Ozark Zip Code: 65079
Ment to P.O. Box 2305 Lake Ozark,
MO. 65049Phone: 1-573-374-0948 E-Mail: maryadavies@gmail.comComments: ** Written comments only. Please do not include bill payments or information you do not wish to make public such as customer account number, etc.Hello! what a rip off!!

Why should (Porto Cima) Shawnee Bend side of 4 Seasons
pay more than Horseshoe Bend side of 4 Seasons for sewer.
I say that's not fair!! We protest!! Shawnee Bend
proposed increase of 70% while Horseshoe Bend side
is 51% increase. If they have older sewer lines —
would they have less expense for repairs?? than other
side? We live in Porto Cima & now for 8 years. Our sewer
lines are newer, so what's the reason why our Shawnee
Bend side has a higher increase? Bills go to the same
address, or not? C.A. Davies Is this the same Company?
phone. 1-573-374-0948 1282 Grandview Dr.
Sunrise Beach, MO. 65079
Please justify this rate increases.

Charles A Davies
PO Box 2305
Ozark MO 65049-2305



SAINT LOUIS, MISSOURI

15 JAN 1991 PM 10 1



Office of the Public Counsel
P.O. Box 2230
Jefferson, city, Mo. 65102

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