



Martha S. Hogerty

Public Counsel

State of Missouri

Bob Holden

Governor

Office of the Public Counsel  
Governor Office Building  
200 Madison, Suite 650  
P.O. Box 7800  
Jefferson City, Missouri 65102

Telephone: 573-751-4857  
Facsimile: 573-751-5562  
Web: <http://www.mo-opc.org>  
Relay Missouri  
1-800-735-2966 TDD  
1-800-735-2466 Voice

January 16, 2001

FILED<sup>3</sup>

JAN 16 2001

Missouri Public  
Service Commission

Mr. Dale H. Roberts  
Secretary/Chief Regulatory Law Judge  
Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102

**Re: Osage Water Company  
Case No. SR-2000-556**

Dear Mr. Roberts:

Enclosed for filing in the above-referenced case please find the original and eight copies of **Notice of Public Counsel's Objection to Tariff Sheets, Motion to Suspend Tariff Sheets and Request for Evidentiary Hearing**. Please "file" stamp the extra-enclosed copy and return it to this office.

Thank you for your attention to this matter.

Sincerely,

M. Ruth O'Neill  
Assistant Public Counsel

MRO:jb

cc: Counsel of Record

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

**FILED<sup>2</sup>**

JAN 16 2001

Missouri Public  
Service Commission

In the Matter of Osage Water Company's     )  
Request for a Rate Increase for Water     )  
Service Pursuant to the Public Service     )     Case Nos. SR-2000-556  
Commission's Small Company Rate     )  
Increase Procedure     )

**NOTICE OF PUBLIC COUNSEL'S OBJECTION TO TARIFF SHEETS,  
MOTION TO SUSPEND TARIFF SHEETS AND REQUEST FOR  
EVIDENTIARY HEARING**

COMES NOW, the Office of Public Counsel, pursuant to 4 CSR 240-2.200.1(E), and objects to the proposed tariff agreement filed by PSC staff and the Company in the above captioned matters. Small Company Rate Increase Procedures are governed by 4 CSR 240-2.200.1. This rule should be read to provide that a rate increase may be implemented according to the small company rate procedure **only** in those situations where there is an agreement between Staff and the Company **and** where Public Counsel does not object. Public Counsel therefore respectfully moves that the proposed tariffs be suspended and this matter be set for an evidentiary hearing on the issue of whether Osage Water Company is entitled to increase the rates it charges its customers for water and sewer service. Further, Public Counsel moves for an early pre-hearing conference to be set in order that the parties may propose a procedural schedule for the filing of testimony and the evidentiary hearing.

Suggestions in Support of the Motion to Suspend and Request for Evidentiary Hearing

1. In October 1999, Osage Water Company (Company) filed a request to increase water and sewer rates. This request was made pursuant to the Commission's Small Company Rate Increase Procedure, as set forth in 4 CSR 240.200. At that time, the Company asked that calendar year 1999 be utilized as the test year for this rate case. The Company agreed to waive the 150-day tariff sheet filing requirement for processing this rate request.

2. In August, 2000, the Staff of the Public Service Commission (Staff) informed the Commission that it had not yet received financial data from the Company's requested test year in this case, and requested additional time to complete its audit. The Staff finally processed the case by reconstructing financial information on the test year from a variety of sources. To date, the Company has not provided its actual financial records for 1999 to Staff.

3. On October 3, 2000, the Company filed a Motion to Compel Staff to complete its investigation and report, and for approval of an interim rate increase. On October 6, 2000, Staff filed its response, citing the Company's lack of cooperation. Staff also stated that it has continued to process the rate case, even though the Company was delinquent in paying its assessment to the Commission and was delinquent in filing its annual report for 1999. (Staff Response to Motion to Compel, at p. 10.)

4. On November 14, 2000, pursuant to an agreement with Staff, the Company filed tariff sheets with the Commission requesting, in SR-2000-556, an 8.8% rate increase and, in WR-2000-557, a 116.35% rate increase. In reaching this agreement, Staff and the Company left several issues unresolved.

5. On November 30, 2000, Public Counsel requested that this matter be set for a local public hearing. Public Counsel made this request because it had received a significant number of complaints regarding the quality of service provided by the Company.

6. On December 19, 2000, the Commission granted Public Counsel's request for public hearing. In that Order, the Commission ordered the Company to send notice of the local public hearing to all of its customers. The Order directed the Company to include specific information in this notice. The hearing was set for January 9, 2001.

7. On January 5, 2001, Public Counsel, after receiving a copy of the notice sent by the Company, filed a notice to advise the Commission of "Osage Water's Non-Compliance with the Commission's Order regarding Notice of the Pending Public Hearing." Attached to that Notice was a copy of the letter as seen by Public Counsel. In the Notice, Public Counsel advised that the wording of Company's letter made it appear that the agreement between Staff and the Company regarding the proposed rate increase was a final decision on the merits.

8. On January 9, 2001, the Commission conducted a public hearing at Tan-Tar-A resort in Camden County, Missouri. Approximately 10 customers of Company gave sworn testimony before the Commission. Several other customers attended as well. The customers who testified opposed the rate increase, and reported significant service problems. Although some witnesses testified that the Company addressed the service problems, others reported ongoing problems with the quality of service received from the Company. Those witnesses testified and answered questions posed by the regulatory law judge, the commissioners, and counsel for the Staff and Public Counsel. The Company

was also afforded the opportunity to ask questions, but declined to do so. Two witnesses stated that their neighbors received the Company's notice, but did not attend the hearing because the Company's letter led them to believe that the rate increase had been approved.

9. Some witnesses who testified were customers of the Company, but receive service in non-certificated areas. As part of the proposed agreement between Staff and the Company, the Company must either acquire certificates to serve those areas, or "will dispose of the systems and terminate its service to such non-certificated areas" by June 30, 2001. [Proposed agreement, at paragraph (5), p. 2.] These witnesses presented letters they received from the Company, addressing this portion of the agreement, and the letters were admitted as Exhibit #1 and Exhibit #2. These witnesses expressed several pertinent concerns about the Company.

10. According to the proposed agreement between Staff and the Company, the Company would have the opportunity to earn a rate of return of 12.54%. This rate of return would unduly reward this Company, which has failed to observe its obligations to the Commission, and which does not provide safe and adequate service to its customers. In addition to rate of return, Public Counsel is concerned with several other aspects of proposed agreement, and failure to list them at this time should not be considered an endorsement of the remaining terms of the proposed agreement between Company and Staff.

11. The Commission's Small Company Rate Increase Procedure was designed to allow the Commission to review all relevant factors when a small company seeks a rate increase, without subjecting the company to the expense of a full-blown rate case. The

language of the rule envisions a cooperative venture between the Staff, Company and Public Counsel.

12. When a water or sewer company regulated by the Commission seeks to increase its rates, "the burden of proof it show that the increased rate or proposed increased rate is just and reasonable shall be upon the...water corporation or sewer corporation." Sec. 393.150.2 RSMo 1994. Osage Water Company is a water and sewer corporation regulated by the Commission. Sec. 386.020(51) and 386.020(38) RSMo.

13. In setting rates, the Commission is guided by the principle that a "just and reasonable rate" is one which is fair to both the Company and its customers. State ex rel. Valley Sewage Co. v. Public Service Commission, 515 S.W.2d 845 (Mo. App. W.D. 1974). However, it cannot be forgotten that "the Commission's principle purpose is to serve and protect ratepayers." State ex rel. Capital City Water Co. v. PSC, 850 S.W.2d 903, 911 (Mo. App. W.D. 1993); State ex rel. Crown Coach Co. v. PSC, 179 S.W.2d 123 (1944).

14. The Commission has the power and the duty to ensure that the Company provides "service instrumentalities and facilities as shall be safe and adequate and in all respects just and reasonable." Sec. 393.130.1 RSMo. The Commission has the power to investigate the quality of water or sewer service supplied, as well as "the methods employed...in supplying and distributing water ...and in furnishing a sewer system and have power to order such reasonable improvements as will best promote the public interest, preserve the public health and protect those using such...water or sewer system...and have the power to order reasonable improvements." Sec. 393.140.2 RSMo.

15. Due to the numerous customer complaints raised prior to and during the local public hearing in this case, Public Counsel believes that the Commission should allow the parties to address issues of the quality of customer service, as well as any ratemaking treatment which should flow from customer service issues, at an evidentiary hearing. Correspondence from customers to Public Counsel is provided in Attachment A of this Motion. Correspondence from customers directed to the Staff of the PSC, which was not also sent to Public Counsel, is provided in Attachment B of this Motion.

WHEREFORE, the Company has failed to provide requested information, and has been delinquent in its duties to this Commission. The Company failed to comply with the provisions of the Commissions Order regarding notice for the local public hearing. Numerous customer complaints against the Company remain unresolved. The Commission should conduct a hearing to inquire into whether the Company is providing safe and adequate service in a just and reasonable manner. For the forgoing reasons, Public Counsel objects to the proposed tariff and proposed agreement between Staff and the Company. Public Counsel respectfully moves this Commission to suspend the tariff and set this matter for an early pre-hearing conference, and direct the parties to propose a procedural schedule for the filing of testimony and an evidentiary hearing.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

By: 

M. Ruth O'Neill (#49456)

Assistant Public Counsel

P O Box 7800

200 Madison Street, Suite 650

Jefferson City, MO 65102

(573) 751-5565

(573) 751-5562 FAX

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed or hand-delivered to the following this 16<sup>th</sup> day of January 2001:

Keith Krueger  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City MO 65102

Gregory D. Williams  
Attorney at Law  
P. O. Box 431  
Highway 5 at Lake Road 5-33  
Sunrise Beach MO 65079





## ATTACHMENT A

Contents: Copies of letters from following consumers to OPC

Sandra K. Barnes  
Reinhardt F. Bergmann  
Karen and Carl Bone  
Mike and Janet Chalupa  
Marilyn Daugherty  
Floyd and Carol Davis  
Linda Fiers  
Larry K. Ford  
Phil and Joan Gillardi  
Kathy Goldsberry  
Robert Gronquist  
Joseph and Sharon Haley  
Gary Helling  
Elvis L. Henson (2 letters)  
Denise K. Hethcote  
J. R. and Babette Hoppers  
Christ E. Hrastich  
James F. and Betty J. Huch  
Kenneth J. Jenson  
Charles and Susan Keeton  
Charles and Mary Anne Klein  
Sharyn K. Kline  
Leslie McAffrey (petition signed by 18 people)  
John D. Miller (2 letters)  
Thomas M. Murphy  
C. J. and Lavedna Parker  
Benjamin L. Peine  
Beverly Reynolds  
Carlos and Beverly Rhodes, Jr.  
Mr. and Mrs. Richard Rieke  
Michael I. Riffel  
Jim and Jean Roberts  
Mike and Linda Robinson  
Ed and Saumlle Sampson  
William L. Siefkas (3 letters)  
Ronald Sodano  
Don J. Spadoni  
Russ and Judy Taylor  
Marjorie C. Varney  
Roger and Betty Witte

Sun Spa, Inc.  
4643 Hwy 54, Ste. 206  
Osage Beach, MO 65065

FILE COPY

February 17, 2000

Missouri Public Service Commission  
Water and Sewer Department  
P. O. Box 360  
Jefferson City, MO 65102

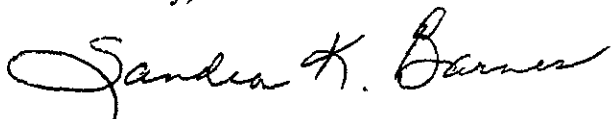
Dear Commissioners:

I am writing to voice my opposition to the requested rate increases for Osage Water Company. I am strongly opposed to any increase of this magnitude. That's an obscene increase. No retailer would even dream of increasing prices so dramatically, so how can Osage Water Company expect these same businesses to support such an amount?

I have owned and operated my business here in the High Point Center in Osage Beach for nearly fifteen years. In the beginning, my water was provided by my landlord, Raul Walters Properties of Columbia, MO from a privately owned well located here on the property. A few years ago, we tenants were informed that this well and water system was sold to Osage Water Company who would commence metering water usage and bill us for a service which had previously been provided as part of our common area maintenance fees. Whether this change effected a decrease in the CAM fees is debatable.

I have operated my tanning salon in this location since 1985 and I have one bathroom with a stool and sink and one washing machine for laundering towels. As such, my water bill is not the main expense item in my overhead costs. However, I feel that it is unrealistic to expect the business community served by this water system to support such an increase in rates. Furthermore, any entity which requires such a massive increase in rates to stay afloat is in financial trouble. I don't feel that it is fair to pass this burden on to those of us who have already been duped. Perhaps Osage Water Company should turn over its system to the City of Osage Beach.

Sincerely,



Sandra K. Barnes  
President/owner

cc: Office of the Public Counsel  
Shannon Cook

FEB 23 2000

February 27, 2000

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, MO 65102

FILE COPY

**RE: Osage Water Company Letter Dated February 15, 2000, Copy Enclosed**

My wife and I own a vacation/summer home in Cimarron Bay, Shawnee Bend #5. We purchased this home in September, 1998 and have been a customer of Osage Water Company since that time.

Relative to service problems, the following is provided:

During February 1999, I received two separate bills which contained different account numbers. After several telephone calls to the Osage Water Company office, this problem was finally resolved.

During the Labor Day weekend of 1999 while at the lake with guests, our water was dark brown in color for approximately two (2) days, and during that period of time we were completely without water for several hours. It was our understanding that this problem was caused by workers connecting supply lines to our system that would subsequently supply water and sewer service to a nearby condominium complex under construction.

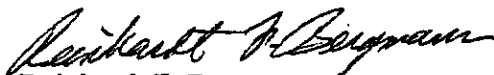
My 2/10/00 bill that I received showed that the previous month (1/9/00) charge had not been paid, when in fact it was. After two telephone discussions with the Osage Water Company office, I was told that it was a "computer problem" that caused this error.

Based on past experience in program management and budgeting, and additionally as a small business owner, I am of the opinion that the magnitude of the increase (99.6% and 121.2%) would be difficult to justify.

I feel that an in-depth audit of the Osage Water Company financial records, along with a thorough review of all facets of their operational procedures should be conducted by your organization. Also, the Office of the Public Counsel should conduct a similar independent investigation. A comparative analysis with other Missouri suppliers of water and sewer services should be performed as well.

Thank you for your attention to this matter.

Sincerely,

  
Reinhardt F. Bergmann  
4011 Northern Aire Dr.  
St. Louis, MO 63125

Cc: Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

MAR 06 2000

# OSAGE WATER COMPANY

P.O. BOX 777

CAMDENTON, MO 65020

CLEAN WATER FOR A GROWING COMMUNITY

Business Office  
Highway 54 West  
Osage Beach, MO 65065  
573-346-0030

Corporate Office  
P.O. Box 431  
Sunrise Beach, MO 65079  
573-374-8761

February 15, 2000

Dear Customer:

On October 6, 1999, Osage Water Company (Company) submitted a request for a permanent increase in its current water and sewer rates under the Missouri Public Service Commission's (Commission) small company rate increase procedure. By its request, the Company is seeking an increase in its annual operating water service revenues of \$104,578 (an approximate 99.6%) increase. The Company is also requesting an increase in its annual operating sewer service revenues of \$54,039 (an approximate 121.2% increase). The Company believes these increases in its operating revenues are necessary to allow it to meet current operating expenses and provide an adequate return on investments. The Company has not requested a general rate increase since it started business in 1987.

Set out below is a comparison of the Company's current average billing for each of its residential service areas, and the customer rates increased by the requested percentage increases. For metered water usage, a monthly bill comparison based on an assumed water usage of 6,000 gallons is also shown. This information is provided as an example only. No rate increase has been approved by the Commission yet.

	Current Rates	Requested 99.6% Increase
<b>METERED WATER RATES</b>		
<u>Monthly Charge</u> (includes 1,000 gal.)	\$7.75	
Usage Charge (per 1,000 gallons over 1,000 gal.)	2.07	
Total Monthly Water Bill (at 6,000 gallons total usage)	18.10	36.13
<u>Actual Average Water Bills for 1999</u>		
Cedar Glen Condominium	\$10.23	\$20.42
Shawnee Bend No. 5	11.27	22.49
Chelsea Rose/F-12	22.70	45.30
Parkview Bay	9.87	19.70

**Un-metered Water Rates**

Monthly Charge	16.03	32.00
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**SEWER RATES**

Monthly Charge (all customers)	\$23.90	52.87
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The Staff of the Public Service Commission (Commission Staff) is conducting an independent investigation of the books, records, and operations of the Company. Based upon that investigation, the Commission Staff will then make its recommendations regarding the Company's rate increase requests, and necessary changes to system operations, to the Commission for its consideration.

The Office of the Public Counsel (Public Counsel), a state agency responsible for representing the interests of the consumer before the Commission, may conduct its own investigation, but at a minimum will review the results of the Commission Staff's investigation. The Public Counsel will then make its own recommendations regarding the Company's rate increase requests, and necessary changes to system operations, to the Commission for its consideration.

Any customer who has questions or comments regarding the Company's rate increase requests, or who has experienced recent service problems, should contact the Commission's Staff and the Public Counsel *within 30 days of the date of this notice*. To do so, please use the addresses, telephone numbers or fax numbers shown below. The Commission Staff and/or the Public Counsel will respond to all such customer contacts during the course of their investigations.

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, MO 65102  
Phone: 573-751-3437 or 800-392-4211  
Fax: 573-751-1847

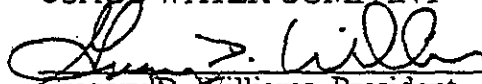
Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102  
Phone: 573-751-1304  
Fax: 573-751-5562

Upon completion of the Commission Staff's and the Public Counsel's investigations, the Company may be requested to send out a second customer notice regarding the results of the investigations. Additionally, the Public Counsel may request that the Commission hold a local public hearing.

*However, neither a second customer notice nor a local public hearing will happen automatically.* Therefore, please take the time now to express your views about the Company's rate increase requests, and the operation of its systems, to the Commission Staff and the Public Counsel.

Regardless of whether the Company sends out a second customer notice, or whether a local public hearing is held, no increase in rates will take effect without the approval of the Public Service Commission.

OSAGE WATER COMPANY

  
\_\_\_\_\_  
Gregory D. Williams, President

FILE COPY

Dear Sir:

We have received the notice regarding the request for the rate increases for water usage. We own a condo at Cedar Glen and eventually will retire at Lake of the Ozarks.

We live in Houston, Tx. and pay only \$30 per month for water, sewage, and trash pick-up. That is for 3 people full time with showers, laundry, and etc.

Now we spend maybe 30 days a year at our condo and already pay \$34.00 per month. I can't believe they want to raise it to \$60 plus per month. If so they need to at least charge condo owners according to usage. They don't even read a meter to charge according to what is used. Why should part timers be billed at full time rates.

Thank you for listening.

Karen and Carl Bone

9727 Colleen

Houston, Tx. 77080

cc: Missouri Public Service Commission Water and Sewer  
Office of the Public Counsel  
Osage Water Company

FEB 28 2000

FILE COPY

February 17, 2000

TO: Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO. 65102

RE: Osage Water Company  
PO Box 777  
Camdenton, MO. 65020

Dear Sirs:

On February 15, 2000 we received in the mail the notice that Osage Water Company has submitted a request for a permanent increase in its current water and sewer rates.

We moved here to Missouri from Oregon because we were told that living here is one of the cheapest places to live. That doesn't seem to be the case anymore. I cannot believe that Osage Water Company wants to raise our sewer by 21.2% increase and our water by 99.6% increase. Compare that to the wages down here. Most of the people that live here permanently are in the middle income bracket which here means \$7.00 to \$8.00 an hour. Drive through this area and see the people that are just trying to make ends meet. This is not a wealthy community and we are not rich here. We are just trying to make ends meet. With the increase of inflation in this everyday life it is impossible to keep up with inflation especially on these levels. It seems outrageous that a lawyer who owns this water company can even think of this kind of inflation.

This is the same person (Gregory D. Williams) that owns our subdivision and we are very disappointed in the way our subdivision is handled. We pay \$100.00 a year for maintenance of our roads yet we have never seen our road plowed from snow and sanded because of ice. Two weeks last year we were stranded in because Gregory D. Williams never maintained the roads we pay him for. We cannot even drive to our boat dock because of the bad road.

I feel everyone in this subdivision owned by Gregory D. Williams is upset with the way he deals with people.

I hope that the Missouri Public Service Commission, Water and Sewer Department and the Office of the Public Counsel will reject this pay increase that will just benefit only Gregory D. Williams.

Sincerely,

*Mike and Janet Chalupa*  
Mike and Janet Chalupa  
RR2 Box 265C  
Sunrise Beach, MO 65079



HCR 77 B4 241-4  
Sunrise Beach, Mo.

65079

2/15/2000

FILE COPY

Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, Mo. 65102  
Attn: Shannon Cook

Dear Mr. Cook:

On February 12, I received notice from Dodge Water Co., P.O. Box 777, Canton, Mo., 65020, advising they had requested rate increases for operating water service 99.6% and for operating sewer service 121.2% to meet current expenses and provide adequate return on investments. Even though they advise request for these services had not been asked for since starting business in 1987, I find their request to be excessive. My husband and I are on fixed income and our pension since 1987 has not increased by the rates they have requested. I do not feel we should be penalized for all the new lines they are putting in as this must add to their income, not mine.

Thank you for your consideration.

Yours truly,

Heather Laugherty

FEB 17 2000

MONSANTO



Food • Health • Hope

FILE COPY

March 1, 2000

RE: OSAGE WATER COMPANY PROPOSED RATE HIKE

MONSANTO COMPANY  
800 NORTH LINDBERGH BOULEVARD  
ST. LOUIS, MISSOURI 63167  
PHONE (314) 694-4000  
<http://www.monsanto.com>

TO:

Office of Public Counsel  
Attn: Shannon Cook  
PO Box 7800  
Jefferson City MO 65102

Dear Sir:

The increase for water and sewer by Osage Water Company is an unbelievable increase and burden on us. We are twice a month weekender's and 2 weeks vacation at the Lake of the Ozarks. This would put our water at a minimum of 20.42 Plus and

sewer of 52.87

TOTAL 73.29 a Month

This also becomes another issue - we would be supporting a water and sewer system for all full time residents of the Lake area. With a fee like this, we probably will have to look elsewhere for a weekend retreat and won't be able to continue to support the businesses at the Lake area. We spend probably 100.00 plus for 24 weekends and then more on vacation.

With over 400 condo units at the Lake, how many people will this affect?

This is more than our monthly Condo Association fee of 67.00 month and AmerenUE Utilities which averages 25.00 a month. We are from St. Louis county and our water and sewage is only 12.00 minimum and 10.00 sewer for a TOTAL of 22.00 a month. Since St. Louis is our primary residence we expect this fee, but the Lake condo is used 2 times a month with a 2 week vacation a year.

With a fee like this, we probably won't be able to continue to support the businesses at the Lake area. We spend probably 100.00 plus for 24 weekends and then more on vacation.

With over 400 condo units at the Lake, how many people will this affect?

We hope your office will look into the unfairness of this outrageous request from the Osage Water company. This is beyond a rate hike - it seems to us to be a problem in the management of the company. Maybe they need to look to a bond issue if they need to rebuild the system.

We hope you will take our comments into consideration and consider the consequences for weekenders and even full time users of the water and sewage system.

Thank you,

Floyd and Carol Davis  
(Park Place on the Lake - Osage Beach, MO)  
Home: 9201 Buxton Dr, St. Louis, MO 63126



Professional Management Group, Inc.

March 11, 2000

FILE COPY

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

Dear Ms. Cook,

Professional Management Group Services, Inc. (PMGS), is the management company for Park Place on the Lake Condominiums and Park Place Condominiums at Lake of the Ozarks, both of which are provided water and sewer service by Osage Water Company. Letters have been sent to all homeowners from Osage Water Company regarding a proposed rate increase presented to the Missouri Public Service Commission for consideration.

PMGS has heard from several homeowners voicing their concerns over the considerable rate increase proposed and they feel the increase is extremely out of line for the service provided by Osage Water Company. The current rate being charged to Park Place homeowners is \$10.00 per month for water service and \$23.90 per month for sewer service. Most of the homeowners only use their property maybe 20 percent of the year, as the property is their second home. As the water service at Park Place is not metered, the homeowners pay a flat monthly fee for a minimal use of water. With the increase proposed by Osage Water, this makes the water and sewer services extremely out of line for the usage amount.

For reference purposes only, the City of Osage Beach currently charges condominium complexes within their sewer system a flat rate of \$16.91 per unit per month. As you can see, this is a considerable difference in the monthly rate even at the current rate of \$23.90 per month charged by Osage Water. It is understood that Osage Water's sewer system is considerably smaller than the City of Osage Beach. However, increasing the rate for the sewer system to \$52.87 would make Osage Water's customers pay \$35.96 per month more than the residents served by the City of Osage Beach. If you compare costs, at the rate of \$52.87 per month, customers of Osage Water will be paying more for one month's service than customers of the City of Osage Beach pay for three month's service (\$50.73). How can this possibly be justified?

Regarding the water charges, most of the water systems in the area, large or small, charge at a rate of \$7.75 for the first 2,000 gallons of water used and approximately \$2.07 for each additional 1,000 gallons used each month. The City of Osage Beach is currently installing a city water

MAR 14 2000

system and will be charging condominium complexes a flat rate of \$12.00 per unit per month. Once again, with the proposed increase to \$32.00 per unit on unmetered properties, Osage Water's proposed increase is extremely exorbitant.

Homeowners at Park Place on the Lake and Park Place Condominiums have had a few problems with water and sewer service since Osage Water Company has handled the services on their property. The response time from Osage Water when a problem arises and they have been contacted has not been within an acceptable timeframe to homeowners. There have been several problems regarding water pressure, sewer lift station overflow problems, etc.

The homeowners of Park Place on the Lake and Park Place Condominiums have requested that PMGS contact you on their behalf to request that you, as the public counsel, research and investigate fully the proposed rate increases from Osage Water Company extensively before your recommendations to the Missouri Public Service Commission regarding the proposed rate increases are completed.

Thank you for your consideration and concern regarding this matter.

Sincerely,

A handwritten signature in cursive script that reads "Linda Fiers".

Linda Fiers  
PMGS Association Manager

# FILE COPY

TO WHOM IT MAY CONCERN:

I think the price increase is way out of line. The water & sewer department is making a killing off of the condos now. I would guess about 65% of all the condo units owners are there on weekends, and that would be for four months a year. That makes about 40 to 50 days a year that the condos would be 100% filled. We all pay the monthly minimum charges all year long, which makes a good profit for the water & sewer department. We are in our unit 40 to 50 days a year, and I know we don't use the amount of water we pay for.

It looks to me that the water & sewer department has found a way to get rich quick. They think the people who own condos should pay out the nose, because we are supposed to be rich.

Lets say that in our condo complex there are 100 units, and 80 units are weekend filled for four months a year, which makes 50 days a year, which would be about a total of 2 months.

Existing water rates-

1 month @ \$16.03 x 100 units = \$1,603.00

12 months x \$1,603.00 = \$19,236.00

If filled 100% for 2 months = \$5,206.00

20% for the remaining 10 months = \$5,206.00, that would be a total of actual water used = \$6,412.00, and they are now getting \$12,834.00 off of water which isn't used. This is 100% profit.

The sewer usage as based on \$52.00 month-

1 month 100 units = \$3,200.00

12 months = \$38,400.00

Usage for 100% for 2 months \$6,400.00

Usage for 20% of the units for 10 months \$6,400.00, for a total \$12,800.00. which is a profit of \$25,600.00 which isn't used. This is another 100% profit.

New rates for water \$23.90 for 100 units-

1 month = \$2,390.00

12 months = \$28,680.00

There would be another \$9,444.00 profit over the old rate. That profit \$12,824.00 + \$9,444.00 = \$22,268.00 for the new rate of unused water.

Now sewer rate \$52.87

1 month x 100 units = \$5,287.00

12 months 100 units = \$63,444.00

Filled units 100% 2 months and 20% for 10 months  
usage for sewer would be \$21,148.00, and leave a  
total of \$42,296.00 for unused sewer charges.

The unused sewer & water at the old rates, they are  
making a killing. I think the PUC should look close at this  
new rate change.

If they are after more money, have them start a building  
department, so that construction will be up to date. Have  
inspections on all phases of the work, and have the people  
licensed. Charge for the permits, and have your area brought  
up to the National standards. They are about 40 years behind  
on their codes for St. Louis.

I own a company, and 15% profit is great, but to get  
500% profit is outrageous.

Thank you.

Sincerely,



Larry K. Ford  
Owner of a Cedar Glen Condo  
16710 Vincent Ave.  
Monument, CO. 80132  
Home No. 719-481-4969

FILE COPY

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65105

Dear Ms Cook:

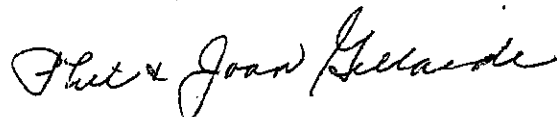
On October 6, 1999 Osage Water Company submitted a request for a permanent increase in its current water and sewer rates under the Missouri Public Service Commission small company rate increase procedure. By its request, the Company is seeking an increase in its annual operating water revenues of 99.6%. The Company is also requesting an increase in its annual operating sewer service revenues of 121.2%.

We are writing to protest the propose rate increase Osage Water Company is requesting. It is outrageous. Over 200% increase is unheard of. We believe the current rates are high enough. We have only recently purchase a condo that is subject to Osage water and sewer billing. Our monthly bill for the last two months has been \$33.90 which in our opinion is enough. If this request is granted our monthly bill will be raised to \$78.84 a month. An increase of \$44.97 additional each month. If Osage Water Company needs a rate increase, it should be a reasonable one, not one that is going to raise the water and sewer bill by this much.

We are senior citizens on a limited income, in the processing of moving permanently to Park Place Condos. If all companies would seek a rate increase like the one proposed by Osage Water Company it would put a hardship on quite a few people.

Thank you for your time and consideration is this matter.

Yours truly,



Phil & Joan Gillardi  
HCR 79, Park Place #6  
Kaiser, MO 65047  
573-302-7433 or 314-838-4032

MAR 09 2000

February 28, 2000



FILE COPY

Office of the Public Counsel  
ATTN: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

IN RE: Osage Water Company proposed increase for Cedar Glen Condos

Dear Ms. Cook:

This letter is written in regard to the proposed increase in the water and sewer rates by Osage Water Company. The homeowners of Cedar Glen are completely opposed to the proposed increase because Osage Water Company has provided substandard service and response time when called to the property for sewer overflow and loss of water.

On behalf of the Association, I have also called Osage Water Company on numerous occasions regarding overflow problems with a sewer pump at the complex and have failed to receive a response in a timely manner. I have been in direct contact with the Missouri Public Service Commission and The Department of Natural Resources on numerous occasions without any real satisfaction to help resolve the occurrences at Cedar Glen.

A majority of the homeowners at Cedar Glen are part time residents (only use water & sewer service approximately 20% or less per year) and do not feel that this increase is justified for the limited amount of time they reside in their condominiums. The full time residents of Cedar Glen for the most part are retired and/or on fixed incomes.

On December 25, 1998, the homeowners of Cedar Glen were without water due to a circulator that had not been turned on in the well house, which caused the pipes to freeze and shatter. There was no response from Osage Water Company until the next day in which it took a phone call from the contractor of Cedar Glen to the home of one of the owners of the Water Company.

On behalf of the homeowners of Cedar Glen, we urge the Missouri Public Service Commission to hold a local public hearing to allow the customers of the Osage Water Company to have a say in the proposal. The Cedar Glen homeowners would also ask that the Commission research the proposed rate increase in-depth to verify how unfair and extremely out of line the price increases would be for the services provided by Osage Water Company currently.

Sincerely,

A handwritten signature in cursive script that reads "Kathy Goldsberry".

Kathy Goldsberry  
PMG Services, Inc.  
Association Manager

MAR 01 2000



Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

FILE COPY

March 20, 2000

Dear Sir,

I am perplexed by the proposed water and sewer rate increases that are being sought by the Osage Water Co. As a condo owner that uses the water supply for approximately six weeks a year, I am shocked.

At my primary residence in Orland Park, Illinois, the water and sewer fee is approximately twenty dollars per month. Therefore, the increase being sought appears to be ridiculous. Doubled??? For what???

A highly disgruntled condo owner,

Robert Gronquist  
Park Place - Unit 744

MAR 24 2000

March 12, 2000

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

FILE COPY

Dear Ms. Cook,

As a property owner in Park Place on the Lake condominium project and a customer of Osage Water Company, I am concerned about the huge rate increase they are requesting on their water and sewer rates. This company just purchased our sewer and water facilities last April and by October suggested a need to increase our rates. This does not seem to be a sound business decision. Why would they purchase our facilities if it were that unprofitable? I would appreciate it if you could investigate this matter.

Furthermore, I would like to add that most of the properties in our complex are second homes or vacation homes for 99% of the owners so I doubt if our water and sewer demands are that great on the systems. If this rate increase were granted, I would like to see Osage Water Company pay for meters on each unit and owners to be charged fairly for the amount of water and sewer service used.

Sincerely,

*Joseph & Sharon Haley*  
Joseph & Sharon Haley  
Unit #611 Park Place on the Lake

MAR 14 2000

**FILE COPY**

**February 15, 2000**

**Office of the Public Council  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102**

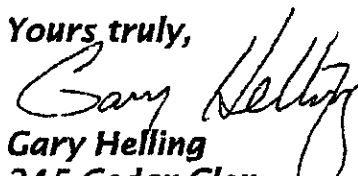
**Ref: Osage Water Company rate increase**

**This week I was notified of the rate increase submitted by the Osage Water Company. I currently own two units at Cedar Glen Condominiums. On the average I use one unit six days a month, the other unit is vacant and for sale. At Cedar Glen 20% are full time residents and the rest are part time as myself. Therefore water and sewer usage are low compared to the number of units.**

**Cedar Glen has existed since 1997 when the first units were occupied. In the past three years I have experienced numerous billing errors. I have requested an analysts of the water and have been refused this information.**

**Since I do not have access to the financial records of the Osage Water Company I trust that the Counsel will review these records on my behalf and come up with fair and reasonable rates for the consumer.**

**Yours truly,**

  
**Gary Helling  
245 Cedar Glen  
Camdenton, MO 65020**

**OR 5358 Somerworth  
St. Louis, MO 63119**

**FEB 18 2000**

February 13, 2000

Elvis L. Henson  
#11 Oakwood Lane  
St. Louis, Mo.  
63129

FILE COPY

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, Mo. 65102

ref: Osage Water Company rate increase request

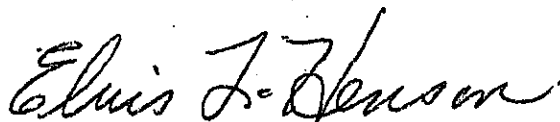
Dear Sir,

This is in answer to the Osage Water and Sewer company's request for a 100% increase in water and a 121% increase in sewer services. This would increase our minimum monthly fees from \$31.65 per month to approximately \$68.00 per month. An increase is probably needed, however let's be realistic. This sounds like plain old greed.

We have a continuing problem with septic tank surface leakage between Bldg. # 1 and Bldg. #2 Cedar Glen Condos. Sewage discharges onto the sidewalk, steps and runs towards the lake.

We would appreciate your close investigation before approval of these outrageous cost increases.

Sincerely,



Elvis L. Henson  
#234 Cedar Glen Condos  
Camdenton, Mo.

C.C. SHANNON COOK

Elvis L. Henson  
#11 Oakwood Lane  
St. Louis, Mo.  
63129

**FILE COPY**

Date: November 8, 2000

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, Mo. 65102

Ref: Osage Water Company rate increase request

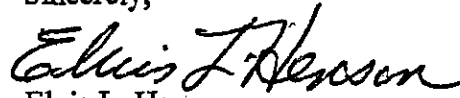
Dear Sir,

This is our second letter in response to the Osage Water and Sewer company's request for a 116% increase in water and an 8.7 % increase in the sewer services. If Social Security is to increase our check by 3.5%, how can we make up 113 % water and 5.3% sewer difference? Does Osage Water care about their customers, I don't believe so! This sounds like plain-old greed.

This is our part-time home and possibly will become a full time home in the near future. We need to have affordable water and sewer rates. An increase is probably needed, however there is such a thing as a realistic increase.

We would greatly appreciate your close investigation before approval of these outrageous increases.

Sincerely,



Elvis L. Henson  
#234 Cedar Glen Condos  
Camdenton Mo.

C.C.:

✓ Mr. John Coffman  
Office of the Public Counsel

Mr. Gregory D. Williams  
Osage Water Company

NOV 13 2000

FILE COPY

February 17, 2000

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

Commission Staff,

I am writing in regards to rate increases that have been requested for water and sewer Services at the Cedar Glen Condominiums in Camdenton, MO. My husband and I Currently own a Condominium in the complex. We are considered weekend owners and turn the water off for the months of November, December, January, February, and March. The Osage Water Company told us that we would only be charged the flat monthly fee until the complex was complete. We are already paying more for the water and sewer there than we are paying here at our home in St. Louis. Four of us use the water daily and we have a sprinkler system that runs every other day. I do not see how a 99.6% increase is justified.

Sincerely,



Denise K. Hethcote

FEB 22 2000

2-29-00

Shannon Cook  
Office of Public Council

FILE COPY

We are in the process of a  
4 home hook-up to the Oage  
Water Co. central sewer system  
in Cimarron Bay, Shawnee Beach  
5. We were surprised to learn  
of the huge proposed rate hike  
and the service problems associated  
with this company.

We have been very unhappy  
with the so called hook-up. Our  
yard has been torn up for over  
3 weeks with no end in sight.  
Work is sporadic and we were  
informed that this is a fill in job.

A rate increase of this mag-  
nitude, 121%, is unbelievable.  
If this rate increase and service  
problems information had been  
made available to us before we

started this hook-up, we would  
have definitely had second thoughts.  
This increase was in the works  
before our job started.

After the hook-up of a condo,  
in the area, was made last fall,  
the area around the well house  
and the holding tank area has  
been left unfinished with  
dirt piled high and weeds  
growing. It is a very unsightly  
unsightly area.

We were made aware of the  
proposed rate increase and service  
problems through a neighbor  
and subsequent article in our  
Lake Sun Leader.

We appreciate your representing  
our interests and the investigation  
of Oage Water Co.'s system operations.  
Thank you for your consideration.

#374-1607

J. R. Ed Bullette Happers  
HCR 77, Box 241-2  
Shawnee Beach, Mo. 65079

MAR 01 2000

**FILE COPY**

Office of the Public Counsel  
Attn: John Coffman  
Jefferson City, Mo. 65102

Dear Mr. Coffman:

I am writing in regard to Osage Water Company's request to raise rates. I understand the need to increase rates, but I would suggest a more equitable way in which to do it.

I am a condo owner at Cedar Glen in Camdenton. Living in St. Louis, I spend an average of only four (4) days per month at the condo. At the current rate, I am being charged the minimum, \$31.65/Mo (about \$8.00 per day) for water and sewer. To increase this minimum to \$42.69/Mo would push it over \$10.50 per day! I could have bottled water shipped in for less this amount.

Increasing the minimum usage from 1000 Gal/Mo to 2000 Gal/Mo is nothing more than an attempt to further gouge the thousands of people like me who probably don't use 200 Gal/Mo.

Please find a more equitable way in which to settle this situation.

Sincerely,



Christ E. Hrastich  
2707 Cree Ct.  
St. Louis, Mo 63129  
e-mail: CreeCt@aol.com  
Condo: #113 Cedar Glen Condos, Camdenton

NOV 14 2000



James F. Huch  
9874 Valley Drive  
St. Louis, MO 63137  
314-867-4637

FILE COPY

March 9, 2000

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, MO 65102

Gentleman,

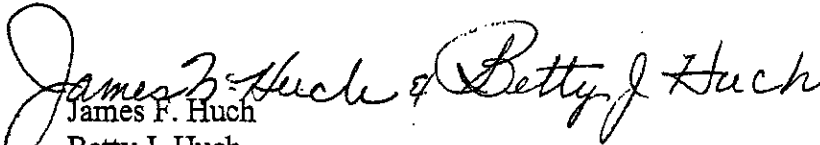
I am writing to respond to a letter I received from Osage Water Company (P.O. Box 777, Camdenton, MO 65020). This letter was dated February 15<sup>th</sup>, and stated I needed to contact you within 30 days of the date of notice, although I did not receive the letter until March 2<sup>nd</sup>. The late receipt of this letter is a typical example of how Osage Water treats its customers, particularly at Park Place Condominiums, where my wife and I purchased a condo approximately 3 years ago for summer weekend and vacation use.

When we purchased the above-mentioned property, our water and sewer bill was \$32.50 per month. After the Park Place developer sold to Osage Water, the rate was increased to \$33.90 per month. I considered this a nominal increase, which was understandable.

This company is now requesting a 99.6% increase in water service, and a 121.2% increase in sewer services. I feel this is unfair to weekend users, and is outrageous when compared to water and sewer service charges in St. Louis, our primary residence. If this increase is granted by the Commission, it would cause a huge financial burden, and would probably force me to place our condo on the for sale market.

My wife and I hope you will consider the unfairness of this request from Osage Water Company, and strongly urge you to conduct a public hearing.

Sincerely,

  
James F. Huch  
Betty J. Huch

Cc: Shannon Cook - Office of Public Council  
B. Tillman  
J. P. Tillman  
D. Foster  
R. Taylor

MAR 13 2000

Kenneth J. Jenson  
1208 James St.  
Buffalo, MO 65622

FILE COPY

March 5, 2000

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

This letter is in regards to the Osage Water Company request for a permanent increase in its current water and sewer rates. The letter I received from the company was dated February 15, 2000, however the postmark on the envelope was dated Feb 29, 2000 in Columbia, MO. What date are we working with in reference to the 30 day response time?

My wife and I bought our condo in April 1997, at Parkplace on the Lake. We are located in the Lake of the Ozark State Park, Close to Kaiser, MO. We are buying unit 731. We do not live there year round, but use it on weekends and during vacations.

When we bought our unit, we were told that the water and sewer charges would be part of our monthly homeowners assessments. We were told that upon completion of the development that the water and sewer systems would become the responsibility of the homeowners, as would the swimming pool, roads, and other common areas.

When we moved into our new condo, the water and sewer had some small problems, but all we had to do was call PMG (Professional Management Group), the company that the developers had chosen to take care of the property, and the problems were taken care of. It was understood that this is why we were paying the monthly assessment fees.

During the development stage (more units being built) the original developers decided to get out and sold the property to the current developers. Almost immediately the current developers, without any notice or request for input from the people who had already purchased units, sold the water and sewer systems to the Osage Water Company. As I have already stated, the homeowners were paying a monthly fee for water and sewer already, with the understanding that we would eventually be responsible for both systems maintenance costs.

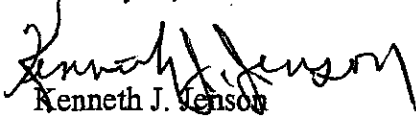
Kenneth J. Jenson  
1208 James St.  
Buffalo, MO 65622

Since the Osage Water Company has taken control of the water and sewer systems, it seems we are paying approximately \$20 a month more than when we were paying our \$10 per month water fee to the Homeowners Association. I don't understand why we are paying \$20 per month per unit for a sewer system that is virtually maintenance fee, and that was paid for and in place and operating prior to the Osage Water Company taking control.

I am unaware of any major problems that the company has had to deal with, and it appears to me that the water lines to the new units have been put in place by the developer. It also seems to me that the developer should be responsible for ensuring enough well capacity for the number of units that they plan on building, and that we that already own should not be responsible for costs that have not been incurred. The Osage Water Company does not buy water. It has a well that was already in place and serving the units that were already completed. There has not been any additional expansion to the sewer system, and there shouldn't be any needed.

The Osage Water Company states they feel they need a rate increase to meet current operating expenses and provide an adequate return on their investment. I do not see where their operating expenses are anymore than their monthly electric fee to operate the well. Am I wrong, or does DNR or some other state agency inspect for problems in both systems, and don't we already pay state taxes for their services? As far as for the return on their investment, when you multiply \$33 per unit per month, they seem to be getting a very good return. When we were paying our own way at \$10 per month, everything seemed to be paid for and was working fine. A few cups of coffee, a glass or two of water, a shower and a couple of flushes a day does not equal the amount of money the Osage Water Company wants to charge us.

Thank you,

  
Kenneth J. Jenson

CC:J.T. Tillman

Dan Foster

FILE COPY

March 12, 2000

Office of the Public Counsel

Attn: Shannon Cook

P.O. Box 7800

Jefferson City, Mo. 65102

Dear Mrs. Cook,

I believe this rate increase of 99.6% / 121.2% is a totally unreasonable amount and is being requested so that Osage Water Co. will hopefully, get 50% of its request, which is still too much at one time.

This is similar to a lawyer suing for \$1,000,000<sup>00</sup> but hoping for \$300,000<sup>00</sup>.

I think the rate of return on investment of Osage Water Co. should be closely reconsidered before a fair increase is allowed. Very rarely is a 100% increase in fees justified.

Thanks for your consideration,

Susan Keeton  
Charles & Susan Keeton  
1961 Tower Bridge Terr.  
St. Louis Mo. 63146

Charles J and Mary Anne Klein  
5831 Bahyfyre Ct  
St Louis MO 63128

FILE COPY

March 10, 2000

Missouri Public Service Commission  
Water and Sewer Department  
PO Box 360  
Jefferson City, MO 65102

RE: Osage Water Company Requested Rate Increase

As seasonal residential customers of Osage Water Company, we protest their preposterous water and sewer service rate increase requests.

Why this request for over a 100% increase? These are four-year-old systems; surely maintenance is minimal. As seasonal residents of Park Place on the Lake Condos, who use our unit an average of two or less weekends per month, this increase is excessive. If an increase in rates is warranted, why not a minimum (i.e., similar to current rates), with additional metered rates for those who use more than a minimum of these services.

If Osage Water Company is granted this large rate increase, it most surely will effect the property values of any communities/developments they service in a negative way. No one will want to purchase a property where essential utility services are more than double other developments. Developments served by Osage Water Company will be handed a death sentence.

Yours truly,



Charles J and Mary Anne Klein

✓ CC: Office of the Public Counsel

MAR 15 2000

March 9, 2000

FILE COPY

Office of the Public Counsel  
Attn: Shannon Cook  
P O Box 7800  
Jefferson City Mo 65102

Dear Sir:

As a condo owner at Park Place on the Lake, Kaiser, Mo, I am writing in response to the request for a permanent increase in current water and sewer rates. The increase you are proposing is outrageous.

My husband and I are at the Lake 30 to 40 days per year and have always felt the current rate of \$33.90 was excessive considering we are there such a short time each month. We feel it is unfair to charge a flat rate and not by actual usage. Our rates in the village we reside full time for water, sewer and trash removal only runs \$25.00 to \$28.00 a month. Our AmerenUE bill is only \$12.00 to \$20.00 per month at the Lake.

This rate proposal is unbelievable. Such an increase would be unfair to the condo owners at Park Place and would make it very difficult to sell our units later on. Please take us into consideration when making such increases.

Sincerely,

*Sharyn K. Kline*

SHARYN K KLINE  
P O Box 24  
Hamel IL 62046

cc: J T Tillman  
Bill Tillman  
Dan Foster  
Russ Taylor

MAR 13 2000

1  
Shannon -

2.29.00  
FILE COPY

Here is the petition - I  
hope this helps. Please  
keep me informed on the  
hearing -

Thanks,  
Wesley  
McAlly

I am a customer of Osage Water Company and am at least 18 years old. It is my understanding that Osage Water is requesting a rate increase which would double my water rates and more than double my sewer rates. I am OPPOSED to any such rate increase and request that the Public Service Commission hold a local public hearing in Sunrise Beach prior to ruling on this matter.

NAME(print)	NAME(signature)	ADDRESS	Phone
Leslie McGaffrey	Leslie McGaffrey	Rt. 2 Box 243-G Sunrise Beach MO 65079	573-374-0788
Michael McGaffrey	Michael McGaffrey	Rt 2 Box 243-G Sunrise Beach, MO 65079	573-374-0788
Ellen Moore	Ellen Moore	Rt 2 Box 270-1 Sunrise Beach, Mo 65079	573-374-0726
C.O. Moore	C.O. Moore	Rt 2 Box 270-1 Sunrise Beach, Mo. 65079	573-374-0726
Dora Wilson	Dora Wilson	R.R. 2 - Box 262-5 Sunrise Beach, Mo. 65079	573-374-5813
Shirley Evans	Shirley Evans	Sunrise Beach MO RR2 Box 269 65079	913-915-3265
Jerry Evans	Jerry Evans	RR 2 Box 269 Sunrise Beach, Mo	913-915-3265
Cindy Burnett	Cindy Burnett	Rt 2 Box 266 Sunrise Beach MO	573-374-1232
Bruce Burnett	Bruce Burnett	Rt 2 Box 266 Sunrise Beach MO 65079	573-374-1232
James Zimmerman	James Zimmerman	Rd Box 268 Sunrise Beach, MO 65079	573-374-3031
Connie Parr	Connie Parr	RR 2 Box 270 Sunrise Beach, MO	573-374-3172
Gordon Sapp	Gordon Sapp	RR 2 Box 270 Sunrise Beach, Mo	573-374-3172
Joseph W. Hufker	Joseph W. Hufker	1603 SHAWWELL DR ST. LOUIS MO 63012	636-467-6916
William L. Siefert	William L. Siefert	P.O. Box 967 Sunrise Beach, Mo 65079	573-374-1416
Arnon Graham	Arnon Graham	Po Box 1171 Sunrise Beach, MO 65079	573-374-6853
Gina Graham	Gina Graham	Po Box 1171 S.B. MO. 65079	573-374-6853
Jana Siefert	Jana Siefert	P.O. Box 967 Sunrise Beach 65079	573-374-1416
Tom Turner	Tom Turner	P.O. Box 3155 CAMDENTON, MO 65820	573-374-314



Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, MO 65102

John D. Miller  
HCR 77 Box 241-5  
Sunrise Beach, MO 65079

Dear Ms Cook;

This letter is in response to the letter I received from Osage Water Company concerning their request for an increase in water and sewer rates for the Shawnee Bend No. 5 area. The residents in our subdivision (Cimarron Bay) are very disturbed with these enormous rate increases. In addition to our objections to these sizable rate increases our subdivision homeowners have a number of concerns with Osage Water Company's business practices over the last few months.

The water-well house and sewer treatment facility built for our subdivision is a state-of-the-art system that was designed to meet the needs and requirements of the 18 homes in our subdivision. The system was paid for by our developer and then given (at no cost) to Osage Water Company. Harbour Bay Condominiums, a new 16-unit condominium complex (with growth potential to 64 units), has been constructed adjacent to our subdivision. It is my understanding that the owner/developer of this condominium complex paid Osage Water Company \$100,000 to provide the condominiums with water and sewer service. Osage Water Company has tied this 16-unit complex (with growth potential to 64 units) into our water and sewer system. A single ditch was dug to bury both the water and sewer lines (code violation) from the condominium complex to our water and sewer system. Both the water line and sewer lines were put into the same ditch. Homeowners in our area brought this irregularity to the attention of the construction company doing the work for Osage Water Company, as well as, to the Department of Natural Resources. The ditch was subsequently uncovered and one of the lines was taken out and moved about one to two feet and buried in a new ditch (code violation). Some of our homeowners also measured the depth of the ditches and found them to be only about 18 inches deep (code violation). Also there were two road cuts made to the newly paved road to run the two lines across the road (instead of under the road) to tie the lines into our sewer and water system. After the lines were buried, the road cuts were subsequently patched but the resurfacing was done very poorly. The land area surrounding all of the digging (some of which was given to Osage Water Company by our developer) has not been restored back to pre-digging conditions. It does not allow for proper water drainage and it is an "eye sore" for those of us homeowners living in this area of Shawnee Bend No. 5.

In addition to these irregularities, we are concerned that improvements will not be made to our existing water and sewer system to upgrade it to meet the high volume requirements of both the condominiums and our subdivision. New water and sewer holding tanks need to be added (which to my understanding were to be completed before water and sewage service was provided to Harbour Bay Condominiums). The water pressure to our homes is low now and to add additional users to our system without upgrading it will only further degrade the water pressure problems that currently exist. There is one additional problem with our existing sewer system that has not been remedied by Osage Water Company,

with our existing sewer system that has not been remedied by Osage Water Company, even after repeated requests by homeowners in our subdivision. There is no fence or security perimeter around the sewer treatment facility (code violation) which is a safety concern for those of us in the area. We have also had a number of occasions where our water has had a rust-colored tint to it and/or a smell of bleach.

I realize these concerns may not apply directly to the issue of a rate increase but they do indicate the subpar business practices of Osage Water Company and to the fact that they do not manage well the assets that they do have. I don't believe any homeowner in our area would object to a 5% increase in water and sewer rates but the proposed rate increase is totally unacceptable especially in light of the fact that sewer rates should actually be decreased since there are now more users on the system.

Your attention to this matter would be greatly appreciated.

Sincerely,

John D. Miller

cc: Public Service Commission

FILE COPY

Office of the Public Counsel  
PO Box 7800  
Jefferson City, MO 65102  
Attn: John Coffman

John D. Miller  
HCR 77 Box 241-5  
Sunrise Beach, MO 65079  
November 6, 2000

Dear Mr. Coffman:

In February of this year I received the letter from Osage Water Company (Company) proposing a rate increase for both water and sewer service. Prior to this date, our subdivision had experienced a number of problems with the Company and to think that they were proposing these enormous rate increases was laughable. I personally have made countless calls to representatives at the Department of Natural Resources and Public Service Commission about the practices of the Company. In most cases these concerns were met with understanding ears but in most cases representatives indicated there was very little they could do about our concerns. The essence of my concerns are outlined in the two attached letters. To my understanding there is still very little that has been done to correct some of our concerns. It seems incredulous that a company could engage in some of the business practices we have observed and still be recommended for a 116% increase in water rates and 8.7 % increase in sewer rates by the Public Service Commission. As I mentioned in one of my letters I have no objection to a 5% increase in rates but the proposed rates are totally unacceptable especially in light of the fact that sewer rates should actually decrease because of the additional users on the system. Your attention to these concerns would be greatly appreciated.

Sincerely,

  
John D. Miller

2 attachments

1. Ltr to DNR
2. Ltr to PSC

NOV 08 2000

atch 1  
John MacEachen  
Public Drinking Water Program  
Missouri DNR, PO Box 176  
Jefferson City, MO 65102

John D. Miller  
HCR 77 Box 241-5  
Sunrise Beach, MO 65079  
September 23, 1999  
(573) 374-6977

Dear John:

This letter is a follow-up to the discussion you and I had today concerning the water and sewer challenges we are experiencing with the Osage Water Company in our Cimarron Bay subdivision (off of MM 40P in Sunrise Beach) on the Lake of the Ozarks. Since you told me you were meeting with other high-level officials on Tuesday, I thought I would send this letter outlining what we had discussed.

The water-well house and sewer treatment facility built for our subdivision was constructed only to meet the needs and requirements of the 14 homes in our subdivision. A new 16-unit condominium complex (which has growth potential to 64 units) is being constructed adjacent to our neighborhood. The Osage Water Company has tied this 16-unit complex into our water and sewer system. A single ditch was dug to bury the water and sewer lines from the new condominiums and both lines were laid in this single ditch and covered up. Homeowners in our area brought this irregularity to the attention of the construction company as well as to the DNR. The ditch was subsequently uncovered and one of the lines was taken out and moved (about one foot) and buried in another ditch. Some of our homeowners also measured the depth of the ditches and found they were only about 18 inches deep. Also, there were two road cuts made to the newly paved road to run the two lines across the road to tie into our water and sewer systems. The land surrounding all of the digging has not been restored back to a pre-digging configuration. Naturally we are concerned about all of these noncompliances with regulations.

In addition to these irregularities, we are concerned that improvements will not be made to our water and sewer systems to upgrade them to meet the total requirements of both the condominiums and our subdivision. The water pressure to our homes is low now and to add additional users to our system without upgrading it will only further degrade the water pressure problems we are now experiencing. There is at least one additional problem with the existing sewer system that has not been remedied by Osage Water Company, even after repeated requests by homeowners in our subdivision. There is no fence or security system around the sewer treatment facility and we are all concerned small children or pets may gain access to the area and have an accident, get injured or become ill.

It is the desire of homeowners in our area that a petition be filed on the part of the DNR (not the homeowners in our subdivision) to force the Osage Water Company to cease and desist any further construction until all irregularities are resolved. This is not just a problem that affects Cimarron Bay--it affects ever area where the Osage Water Company has business. Your attention to this matter is greatly appreciated. Please keep me informed and then I will update the other homeowners in our subdivision.

Sincerely,



atch 2

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, MO 65102

John D. Miller  
HCR 77 Box 241-5  
Sunrise Beach, MO 65079  
(573) 374-6977

Dear Department Representative;

This letter is in response to the letter I received from Osage Water Company concerning their request for an increase in water and sewer rates for the Shawnee Bend No. 5 area. The residents in our subdivision (Cimarron Bay) are very disturbed with these enormous rate increases. In addition to our objections to these sizable rate increases our subdivision homeowners have a number of concerns with Osage Water Company's business practices over the last few months.

The water-well house and sewer treatment facility built for our subdivision is a state-of-the-art system that was designed to meet the needs and requirements of the 18 homes in our subdivision. The system was paid for by our developer and then given (at no cost) to Osage Water Company. Harbour Bay Condominiums, a new 16-unit condominium complex (with growth potential to 64 units), has been constructed adjacent to our subdivision. It is my understanding that the owner/developer of this condominium complex paid Osage Water Company \$100,000 to provide the condominiums with water and sewer service. Osage Water Company has tied this 16-unit complex (with growth potential to 64 units) into our water and sewer system. A single ditch was dug to bury both the water and sewer lines (code violation) from the condominium complex to our water and sewer system. Both the water line and sewer lines were put into the same ditch. Homeowners in our area brought this irregularity to the attention of the construction company doing the work for Osage Water Company, as well as, to the Department of Natural Resources. The ditch was subsequently uncovered and one of the lines was taken out and moved about one to two feet and buried in a new ditch (code violation). Some of our homeowners also measured the depth of the ditches and found them to be only about 18 inches deep (code violation). Also there were two road cuts made to the newly paved road to run the two lines across the road (instead of under the road) to tie the lines into our sewer and water system. After the lines were buried, the road cuts were subsequently patched but the resurfacing was done very poorly. The land area surrounding all of the digging (some of which was given to Osage Water Company by our developer) has not been restored back to pre-digging conditions. It does not allow for proper water drainage and it is an "eye sore" for those of us homeowners living in this area of Shawnee Bend No. 5.

In addition to these irregularities, we are concerned that improvements will not be made to our existing water and sewer system to upgrade it to meet the high volume requirements of both the condominiums and our subdivision. New water and sewer holding tanks need to be added (which to my understanding were to be completed before water and sewage service was provided to Harbour Bay Condominiums). The water pressure to our homes is low now and to add additional users to our system without upgrading it will only further degrade the water pressure problems that currently exist. There is one additional problem

with our existing sewer system that has not been remedied by Osage Water Company, even after repeated requests by homeowners in our subdivision. There is no fence or security perimeter around the sewer treatment facility (code violation) which is a safety concern for those of us in the area. We have also had a number of occasions where our water has had a rust-colored tint to it and/or a smell of bleach.

I realize these concerns may not apply directly to the issue of a rate increase but they do indicate the subpar business practices of Osage Water Company and to the fact that they do not manage well the assets that they do have. I don't believe any homeowner in our area would object to a 5% increase in water and sewer rates but the proposed rate increase is totally unacceptable especially in light of the fact that sewer rates should actually be decreased since there are now more users on the system.

Your attention to this matter would be greatly appreciated.

Sincerely,



John D. Miller

cc: Public Service Commission

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, MO 65102

FILE COPY

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

13 March 2000

Subject: Osage Water Company's Request for Rate Increase

This letter is being sent to you in hopes that you will deny the rate increase that Osage Water Company is attempting to pass. This request does not appear to be a rate hike, but rather a companies attempt to cover mismanagement. I am a condominium owner at Park Place on Lake of the Ozarks (unit 612). I have owned this unit for almost four years.

I have several concerns over Osage Water Companies request;

1. The owner of Osage Water Company is also the Lawyer for the new developers for Park Place Condominiums. The sale of our existing water well and septic system was done without the homeowner's knowledge and appeared to be done secretly.
2. This deception has been wide-ranging and continued with our letters of notification of rate increase. The letter stated we had 30 days from the date of the letter to send and formal response, yet the letter was dated February 15, 2000 and the envelope was postmarked February 29, 2000, a full 14 days later.
3. The current well was never built to handle more than four condominiums. Everyone knew that a second well would have to be drilled to accommodate more units and that expense would not be born by existing home owners, but rather those home owners in the new units. We currently feel that Osage Water Company is asking for this rate increase to finance a second well at the expense of current homeowners. The managers of our property, Professional Management Group (PMG), informed me of this.
4. Why is there a need for a rate hike when the developers have placed the water lines in during the construction of the units and this system is a well and does not require any water purchase by Osage Water Company? The developer at no cost to Osage Water Company also constructed the well. The only expense Osage Water Company should have is the electricity to operate the pump and periodic testing and chlorination (which they have, at times, failed to do). It should be the developer's responsibility to ensure the well is large enough to handle

MAR 16 2000

his planned construction. Again, no expense to Osage Water Company.

5. We have had numerous water leaks in the pipes and overflow tanks, yet when we call Osage Water Company they failed to respond in a timely manner, causing thousands of gallons of water to be wasted. This reflects poor management on Osage Water Company and a rate hike can't fix poor management.
6. The septic water holding tank alarms continue to go off almost on a monthly basis, but Osage Water Company does nothing to fix the problem. We have learned to press the reset button, the same fix Osage Water Company has been doing. This doesn't require a rate hike.
7. The rate Osage Water Company is asking is outrageous. In Park Place there are only 4 full time residence, the remainder of homeowners only use the property a few times per month. We have some one, two and three bedroom units, yet all are being charged the same for water and sewer usage. I am currently paying \$33.90 per month for both water and sewer (septic). I pay this price no matter how much or little water/sewer I use in my two-bedroom unit. Yet, my permanent 2,500 square foot house, with two full time occupants, only costs me \$15-\$30 per month for water and septic through Public Water District Number 1. I have been paying this amount for the past six years I have owned this home and there has never been a rate increase.
8. At \$33.90 per month for water and septic, Osage Water Company is drawing \$1,423.80 per month or \$17,805.60 per year for minimum use occupants. I think this is more than enough return on investment for this company, especially base on their poor track record.
9. The developers have stated in previous homeowners meetings and telephone conversations with me that they have separated buildings 6 and 7 from the new construction, currently consisting of buildings 4 and 5. They have stated that our homeowners association will be separate from the remaining constructing site and that we will be on our own financially. Yet, they continue to use our money from our homeowners association to better their development and sales advertising. They want us to assist them in their desires and will not and have not assisted in any improvements in either building 6 or 7. Now they have sold our water plant to their development lawyer, who by the way owns Osage Water Company, and now they want to increase our water and septic rates to cover the expenses of a new well and other improvements that have no bearing on Park Place Buildings 6 and 7 Condominium tenants.
10. I would highly recommend two things; #1 - the books at Osage Water Company should be audited carefully to see where the money is going and what are the exact expenses. #2 - Osage Water Company should turn over all management and responsibility for Park Places' water and septic to Property Management Group, who were able to effectively manage this system for the past 3.5 years without a rate hike.

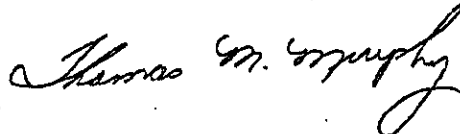


I truly hope that you can see through this smoke screen that is being brought to you by Osage Water Company and disapprove any request for a rate increase. This increase amounts to a 115% increase over existing rates and for what? Has Osage Water Company identified their operating expenses or what return on investment (ROI) they currently have and what ROI they are looking to gain? What is going to be done with this increase and who ensures that it gets done as promised? How is this going to benefit those of us in building 6 and 7, when the contractor, developers and now the water company have turned their backs on us and our needs. This increase is being asked for based on *greed and mismanagement*.

Please conduct a complete study prior to rendering any recommendation on this matter. I am available at any time either in person or by telephone.

Sincerely,

Cc: Osage Water Company  
Park Place Developers  
Editor of Lake Sun Leader  
DNR, Div of Environmental Quality



Thomas M. Murphy  
16385 Walter Road  
Plato, MO 65552

(O) 573-563-6113

FILE COPY

March 9, 2000

Missouri Public Service Commission  
Water & Sewer Department  
P.O. Box 360  
Jefferson City, Mo. 65102

Office Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, Mo. 65102

Dear Sir:

This letter is in response to the proposed rate increase proposed by the Orange Water Company. In one thing, this company bought the Park Place on the Lake water (well) system only one (1) year ago. As with most condo complexes, 90% of the owners of Park Place are here maybe 3-5 times a year at the most. Then it is usually for a weekend. How can the proposed rate increase be justified when people are not using the water system any more than that. The current rate of \$10.00 for water is approximately what my husband here paid for county water previously. The current rate of \$23.90 for sewer is more than adequate. I've checked with friends on the Orange Beach sewer system and they pay \$16.10. With only my husband and myself in the household, I am heavily protesting this unneeded and unjustified rate increase on any rate increase of the Park Place water system. We, the owners, are the ones who have been paying for our water system, they didn't put it in.

MAR 13 2000

I've never heard of such an unfair and unjustified rate increase of any kind. I feel sure that the Commission Staff and Public Counsel will agree that consumer rights are being violated to the fullest extent by trying to get such a rate proposal approved, and that both offices will not allow such a proposal to be approved.

Mr. Lovelace Parker  
Mr. C. J. Parker  
HCK 79- PP #14  
Kane, DRs 65047  
593-348-0467

P.S. I also believe there may have been a conflict of interest when Park Place developers sold our water/sewer system to Oage Water Company. The homeowners, who will eventually become the Park Place Homeowners Association when the developers pull out, were not contacted or asked opinions about the sale of our water/sewer system. The developer involved is William H. Oage Water Company.

**Benjamin L. Peine**

6401 Acuff Street  
Shawnee, Kansas 66216

Home Phone 913-268-4009

February 15, 2000

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, MO. 65102

FILE COPY

Dear Sirs,

We recently received your letter outlining the company's rate increase requests. As a new owner at Cedar Glen Condominium we were appalled to receive this notice with our first billing statement. A 99.6% increase in the rate seems unrealistic for a consumer. It is not the consumer's fault that the company has not made adjustments since 1987! Unfortunately, we cannot comment on the service of the company as we have not had our unit more than 30 days. But to receive this notification, we are not at all happy.

Sincerely,

Benjamin L. Peine

Account ID: 6156

cc: Shannon Cook  
Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, MO. 65102

FEB 18 2000

FILE COPY

Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, MO 65102

Re: Osage Water Company - rate increase

Attention: Shannon Cook

We recently received a letter stating Osage Water Company had requested a rate increase to "meet current operating expenses and provide an adequate return on investments". After reviewing the request, I have found the increase would take our yearly rate from approximately \$407.16 a year to \$879.48, equal to our yearly property taxes. I find this to be a ridiculous expectation for consumers to assume! Since we only spend only 5-6 weeks in our condo a year, the increase would be over \$150.00 a week for water.

I'm not sure what is going on at Osage Water Company, but since water is readily available the expense should be minimal. As far a sewage, I would think the contractor of the new facilities subsidized the installation of lines, etc. during the building phase. I really do not see how Osage Water Company can expect consumers to pay this exorbitant price for water and sewage. Our local rate is around \$35.00 a month for rural water and sewage in a small town in Iowa! What's the problem Osage Water?????

I do not have a problem with a company trying to meet expenses or even some profit, but an increase in rates from 99.6 % and 121.2% to meet these needs is absurd. I do not think any company would survive in the market place if they presented this request to consumers. There appears to be a bigger problem and I hope you can resolve it.

Sincerely,  
Beverly Reynolds  
54732 300<sup>th</sup> ST.  
Huxley, Iowa 50124  
(Cedar Glen Condominiums, Unit #225-Camdenton, MO)

cc: Missouri Public Service Commission-Water & Sewer Department

MAR 07 2000



FILL COPY

March 4, 2000

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

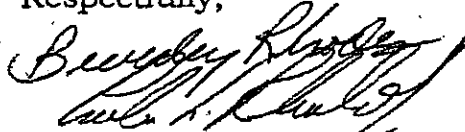
Dear Shannon Cook:

We were completely overwhelmed when we read the request of the Osage Water Company, for their enormous rate increases for water usage and sewer service. The company to my estimation has been very naïve about their operating expenses and return on investments. An increase of this amount is outrageous. A lot of Osage Water Company customers are on a fixed income and this would truly be a burden on them. We are sure a rate increase is in need, but 99% and 121% as to the rate of inflation of not more than 5% over the years does not make any sense.

We strongly urge you the Office of the Public Counsel to use good judgment, and be fair in your consideration of this matter.

Thanking you in advance.

Respectfully,



Mr. & Mrs. Carlos Lee Rhodes, Jr.  
Unit 443 Cedar Glen Condos

MAR 08 2000

FILE COPY

March 3, 2000

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, Mo. 65102

To Whom it May Concern:

I was in AH when I read the request of the Osage Water Company, for their enormous rate increase for water usage and sewer service. The Company to my estimation has been very naive about their operating expenses and return on investments. An increase of this amount is outrageous. A lot of Osage Water Company customers are on a fixed income and this would truly be a burden on them. I'm sure a rate increase is in need but 99% and 121% as to the rate of inflation of not more than 5% over the years does not make any sense.

I ask you the Office of Public Counsel to use good judgment and be fair in your consideration of this matter.

Thanking you in advance.

Respectfully

Mr. & Mrs. Richard Rieke

Unit 420 Cedar Glen Condo's

Camdenton, Mo. 65020

*Mr. & Mrs. Richard Rieke*

MAR 06 2000

MICHAEL L RIFFE

HCR 77 Box 241-7  
Sunrise Beach MO 65079 9205

Voice 573 374 6342  
FAX 573 374 6357  
E-mail - riffco@usmo.com

**FILE COPY**

November 8, 2000

Mr John Coffman  
Office of Public Counsel  
PO Box 7800  
Jefferson City Missouri 65102

Dear Mr Coffman

I am responding to the rate increase letter received from Osage Water Company regarding the proposed water and sewer rate increase.

In to make sense of the proposed increase, I used the past three months as an average to calculate how this would effect our monthly bill. The numbers include water usage and sewer charges.

	Old rate	Proposed	% increase
August	\$ 64.89	\$ 90.87	56%
September	55.74	86.85	56%
October	52.83	80.81	53%

This seems excessive in comparison with other current price increases that are instituted by other businesses. The difference is that Osage Water is a monopoly in our sub-division. We have no where to go to get competing services. Osage Water is a monopoly and this should be turned over to the Commerce Commission of the State.

I feel the proposed rate increase is excessive and we need a public hearing on this matter.

I look forward to your response.

Best regards,

  
Mike Riffe

cc Missouri Public Service Commission

NOV 13 2000



**Jim and Jean Roberts  
6008 Treeridge Trail  
St. Louis, MO 63129**

**FILE COPY**

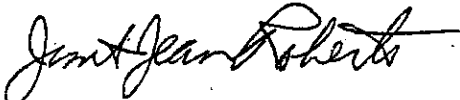
**Office of Public Counsel  
Attn: Shannon Cook  
P. O. Box 7800  
Jefferson City MO 65102**

**Dear Shannon:**

**We are writing to oppose the proposed rate increase by Osage Water Company. We feel this increase is very unfair. At our Condominium at Cedar Glen, we already pay 133% of what we pay in St. Louis for water and sewer service. We live in St. Louis as our full time residence, we pay only the minimum at Cedar Glen Condominiums, yet we pay 133% more. Now they propose to raise that to 300%. Wow! They certainly don't seem to want us to live there full time!**

**We certainly hope the counsel will be able to show Osage Water how to operate in a cost efficient manner in order to eliminate the need for any increases!**

**Thanks in advance for your help in this matter.**



**Jim and Jean Roberts**

**FEB 17 2000**

March 3, 2000

FILE COPY

To: The Office of Public Counsel  
Attention: Shannon Cook

My husband and I are both teachers. We do not receive raise increases like many businesses. We are more or less on fixed incomes and believe the proposed rate increase requested by the Oarge Water Company to be extremely unreasonable. It is our philosophy to "pay our fair share" for whatever we use. We are not unreasonable people... we are both very conservative and want to not be wasteful. People who conserve should be rewarded for this important and necessary strategy.

I urge you to charge customers on an "as consumed" basis. I also ask that you seriously consider other options rather than approve such an extreme amount of increase.

Finally, I apologize that this is rather messy, but we wanted to be certain you received our letter in a timely manner.

Respectfully submitted,

Linda & Mike Robinson

MAR 07 2000

FILE COPY

Mar 16, 2000

In February we were notified of a request by Osage Water Co. for a 99.6% increase in water and a 121.2% increase in sewer rates.

The Condominiums we purchased would see water and sewer rates go from \$34.00 a month to \$74.00 a month. This is a tremendous increase for those living in the area and for those investing in property in the region.

The large increase requested could possibly have a negative effect on the growth of the community this facility services. We strongly disagree with this proposed increase.

Ed & Sandra Sampson

MAR 24 2000

18 FEB 2000

FROM; W.L. SIEFKAS, PO BOX 967, SUNRISE BEACH, MO 65079

TO; OFFICE OF PUBLIC COUNSEL, ATTN; SHANNON COOK, PO BOX 7800,  
JEFFERSON CITY, MO 65102

SUBJECT; OSAGE WATER CO, SEWER REPAIR BILL

1. We purchased our retirement home on Mar 29, 1998 and moved here full time on Jun 1, 1998.
2. In addition to having no water for over 10 days during the summer of 1998, we have had repeated problems with the sewer system. Sewage from our home drains into a 1000 gallon holding tank (owned by us) and is pumped to the main sewer line by a pump, in the tank, (owned by Osage Water). Osage water has float switches in our tank to turn on the pump or alarm. Their control box is fastened to our house.
3. Our holding tank would fill up every 3-4 weeks. The pump would not pump on automatic and the alarm would not sound, during the period 1Jun98 thru 30Mar99. This caused sewage to back up into our home on three occasions and the pipe between the house and tank to become blocked twice. Paul H., an employee of Osage Water would come out, check our pump and the float switches. He would occasionally replace a float and would always check the wiring. He stated on most of those occasions that he was not an electrician and that Pat Mitchell should check the pump and wiring. Paul even ran a plumbers snake thru our line when the tank caused the blockages.
4. Pat Mitchell did come out and hook up the alarm in March 99. We had nearly gone a year without it operating. It went off every 15-20 minutes for three days before they came out and unhooked it. Pat said that the contractor hit out tank with a skid loader when they were putting in our drive and this had caused a short in the wires to the pump. He had Paul H. rewire our pump in Mar 99.
5. After Paul rewired the pump, I noticed a sewage leak between our tank and the main line. I called Osage Water. I asked who had responsibility for that portion of pipe. The secretary told me that she thought Osage Water did. They sent out Paul H. to dig out and replace the pipe. The contractor had put in this pipe and had dumped big rocks and building debree on it.
6. In Apr 99, we received a bill from Osage Water for \$906.84. This was for checking their pump, rewiring their pump, unclogging lines due to their faulty pump, and replacing a line that leaked. I called Pat Mitchell and tried to get the bill reduced. I had a meeting with John Vogl (the realtor), Tom Shalberg (the contractor) and Pat Mitchell. Vogl and Shalberg thought the bill was not realistic. Shalberg offered to pay the \$200 for

FEB 22 2000

replacing the leaking line. He thought the rest of the bill was due to faulty Osage Water equipment.

7. Pat Mitchell would not reduce the amount. I called Greg Williams. He would not reduce the amount. I stated that we would probably settle it in court. He stated that he would love to get me in court.
8. In August 99 I received a notice that the bill was turned over to a collection agency and the amount to pay was \$665.00. I called Osage Water to verify this amount, and on Aug 26 paid the \$665.
9. Did the rewiring of the pump in Mar 99 solve the pump problems? No. Since then, they have replaced the pump. A new maintenance man for Osage Water replaced two of the float switches. He stated that the old float switches were not reliable and they needed to be replaced with new mercury switches. He also stated that he had been busy fixing the systems wired by Paul H. The Moores', the Evans', and other local residents have had similar problems with their sewer pumps. They were not billed for fixing the pump.
10. If you have any questions, please call me.

*William L. Siefkas*

WILLIAM L. SIEFKAS

Copy of Bill

# Invoice

Osage Water Company  
PO Box 777  
Rt 2, Box 3347  
Osage Beach, MO 65065  
USA

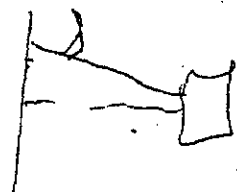
Voice: 573-346-3956  
Fax: 573-346-0040  
E-mail:

Invoice Number:  
1046

Invoice Date:  
4/2/99

Page Number:  
1

140  
52  
35  
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227



**Bill To:**

WILLIAM SIEFKAS  
PO BOX 967  
SUNRISE BEACH, MO 65079

**Ship To:**

WILLIAM SIEFKAS  
PO BOX 967  
SUNRISE BEACH, MO 65079

Customer ID		Customer PO		Payment Terms	
SIEFKAS, W				Due on Receipt	
Sales Rep		Shipping Method		Ship Date	Due Date
				4/2/99	4/2/99
Quantity	Item	Description	Unit Price	Extension	
2.00		06/12/98 Sewer Line Break House to Tank - Lot 10 Chelsea Rose	35.00	70.00	
1.00		11/11/98 Check Alarm & Odor at Lot 10 Chelsea Rose	35.00	35.00	
1.00		01/01/99 Check Alarm & Ordor at Lot 10 Chelsea Rose	35.00	35.00	
1.00		02/11/99 Check Alarm & Odor Lot 10 Chelsea Rose	35.00	35.00	
1.00		02/18/99 Check Alarm & Odor Lot 10 Chelsea Rose	35.00	35.00	
1.00		03/03/99 Check Alarm & Odor Lot 10 Chelsea Rose	35.00	35.00	
2.50		03/09/99 Clogged Drain Lot 10 Chelsea Rose	35.00	87.50	
1.00		03/26/99 Check Valve for Sewer Line Lot 10 Chelsea Rose	35.00	35.00	
2.00		03/30/99 Rewired All Pumps Lot 10 Chelsea Rose	35.00	70.00	
1.00		03/30/99 Labor - Dug out line trench (trench backfilled with construction debries) Lot 10 Chelsea Rose	35.00	35.00	
1.50		03/30/99 Fixed Second Break in Sewer Line Lot 10 Chelsea Rose	35.00	52.50	
4.00		03/31/99 Finised Sewer Line Repair & Clean Up Lot 10 Chelsea Rose	35.00	140.00	
SEE IMPORTANT LIEN WAIVER STATEMENT ON THE BACK OF THIS DOCUMENT.					

Customer Balance: 906.84

Subtotal	665.00
Freight	0.00
Sales Tax	0.00
Amount Paid	0.00
<b>Total</b>	<b>665.00</b>

My Federal Identification Number is 43-1275790. Payment is due upon receipt.

Notice to Owner:


Failure of this contractor to pay those persons supplying material or services to complete this contract can result in the filing of a mechanic's lien on the property which is the subject of this contract pursuant to Chapter 429, RSMo. To avoid this result you may ask this contractor for "Lien Waivers" from all person supplying material or services for the work described in this contract. Failure to secure Lien Wavers may result in your paying for labor and material twice. In event of default you are liable for all costs of collection, including collection agency, attorney fees, court costs and all other costs to collect this debt. Interest on accounts overdue 30 days will be at the rate of 1.5% per month, 18% per annum.

TO: OFFICE OF PUBLIC COUNCIL  
ATTN: JOHN COFFMAN  
P.O. BOX 7800  
JEFFERSON CITY, MO 65102

FROM: WILLIAM L. SIEFKAS  
P.O. BOX 967  
SUNRISE BEACH, MO 65079

SUBJECT: OSAGE WATER COMPANY RATE S

1. Regarding the rate increase requested by Osage Water Co., the increase of 8.9% for sewer service seems fair. This system requires periodic maintenance. The rate increase of 80% for water is extremely excessive. An increase of 10% would seem adequate to maintain this system, since it is now linked to a new well system.
2. We moved to this new development June 1, 1998. We did not have water for over 10% of the first summer. During one period, lasting over 4 days, my wife called OWC to see when service would be restored and to ask what we should do for water. My wife was told to go to the lake if we needed water. (We live 1/3 of a mile from our dock)
3. For the first 2 years, our sewer system was not dependable. We had three major sewage backups into our lower level due to OWC pump, float switches, and alarm not working properly. When they would not respond to the problem promptly, they told us to just let the sewage run out over our back yard.
4. OWC billed me for over \$600 for repair of "their" sewage pump, float switches, and alarm. They threatened to cut off our water service if we did not pay, and court action to collect the bill. When I talked to Greg Williams concerning this unjust bill and the damages their system caused me, he stated that he "would love to get me in court". Several of our neighbors have also had many problems with their sewage pumps not working correctly.
5. The realtor that sold us the house and the contractor that built it, both felt the charges by OWC were not justified, since OWC was charging for fixing their equipment. The realtor and contractor helped by each paying 1/3 of the bill. I paid the final \$200.
6. Please review their records thoroughly and take into consideration their actions concerning customers in the lake area before approving a rate increase.

  
WILLIAM L. SIEFKAS

NOV 13 2000



Dec 31, 2000

FROM: WILLIAM L. SIEFKAS  
P. O. BOX 967  
SUNRISE BEACH, MO 65079

TO: OFFICE OF THE PUBLIC COUNCIL  
ATTN: MS M. RUTH O'NEILL  
P.O. BOX 7800  
JEFFERSON CITY, MO 65102

**FILE COPY**

SUBJECT: Public Hearing regarding Osage Water Company

Dear MS O'Neill,


I will be unable to meet with you and attend the scheduled meeting on January 9, at Tan-Tar-A. My wife and I are joining family in Florida for a winter vacation prior to that date and will not be returning until later in January.

I had hoped that I could attend and speak for the area residents against the large increase in rates requested by Osage Water Company for water and sewer service. I stated in a previous letter that I felt that a modest increase in water and sewer rates is probably warranted due to increased costs and the new well.

We have had no problems with OWC in the last 6 months and both the water and sewer system has been dependable during this period. It is, however, hard to forget our first two years in our new home, when we had constant sewer problems, sewage backup into the house, periods without water, and harassment by OWC to pay them for fixing their equipment.

Again, I'm sorry I can not attend this very important meeting for the residents of this area.

Sincerely,



WILLIAM L. SIEFKAS

H2OMEETING

JAN 03 2001

RONALD SODANO  
HRC 77 BOX 241-8  
SUNRISE BEACH, MO 65079

OFFICE OF PUBLIC COUNSEL  
ATTN: SHANNON COOK  
PO BOX 7800  
JEFFERSON CITY, MO 65102

2/20/00

RE: OSAGE WATER CO RATE INCREASE

DEAR MS COOK,

I WOULD LIKE TO SHARE SEVERAL SITUATIONS WHICH I OBSERVED OR WAS MADE AWARE OF AS IT RELATES TO OSAGE WATER CO. I LIVE IN CIMARRON BAY, OSAGE WATER CO PROVIDES WATER AND SEWER TO OUR SUB-DIVISION. LAST YEAR WE EXPERIENCED A LEAK IN OUR SEWER SYSTEM, RAW SEWER WATER WAS DISCOVERED SEEPING FROM THE GROUND BETWEEN OUR HOME AND OUR NEIGHBOR. MORE THAN 4 PHONE CALLS WERE MADE TO OSAGE WATER CO AND IT WAS OVER A MONTH BEFORE THEY RESPONDED. THEY DISCOVERED A LEAK AND DID NOT HAVE THE PROPER PARTS TO COMPLETE THE REPAIR. NEEDLESS TO SAY THEY LEFT THE HOLE OPENED FOR ALMOST A WEEK BEFORE THEY RETURNED TO FINALIZE THE REPAIR.

WE ARE ALSO AWARE OF, BUT DID NOT SEE THE WATER AND SEWER PIPES IN THE SAME TRENCH WHEN OSAGE WATER CO CONNECTED A NEW CONDOMINIUM TO OUR COMMUNITIES PRESENT WATER SEWERAGE TREATMENT LOCATION. MANY OF OUR NEIGHBORS WHO SAW BOTH PIPES IN THE SAME TRENCH MADE A CALL TO THE STATE WHICH RESULTED IN OSAGE WATER CO CORRECTING THE SERIOUS ERROR.

A WORD ABOUT THEIR RATE INCREASE, THEY ARE REQUESTING A 100% INCREASE IN THEIR RATES, THIS IS UNHEARD OF IN THE BUSINESS WORLD. THEY ESTABLISH A WATER AND SEWER SERVICE, SIGN UP CUSTOMERS, AND THEN WHEN THEY HAVE YOU OVER A BARREL WITH NO OTHER CHOICES, THEY RAISE THE RATES 100%. WHAT A WAY TO DO BUSINESS.

I HOPE YOU CAN SERIOUSLY LOOK INTO THIS SITUATION, IT IS VERY SAD WHEN A COMPANY CAN BE ALLOWED TO TAKE ADVANTAGE OF THEIR CUSTOMERS LIKE THIS.

RESPECTFULLY YOURS,

*Ronald Sodano*

CC:MISSOURI PUBLIC SERVICE COMMISSION

FEB 28 2000

556  
FILE COPY

Don J. Spadoni  
221 Cedar Glen Condominium  
Camdenton, MO 65020  
e-mail-cspuds@lakeozark.net

Office of the Public Counsel  
Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

March 17, 2000

Dear Ms. Cook:

I write this letter in protest of the proposed water and sewer rate increases proposed by the Osage Water Company. I was the second resident to move into Cedar Glen Condominiums and at that time my opinion was that the Osage Water Company rate schedule was too high.

Now they propose a rate increase that will in effect double my water and sewer charges but fail miserably to provide quality service.

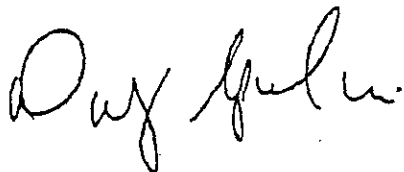
The water is often at a very low pressure or non-existent at all. They have never issued a boil order and the odor in the water is sometimes hard to bear.

The sewer holding tank next to my building is often running over and the product that flows on the ground ends up in the lake. This to me is unacceptable and is environmentally irresponsible.

A public hearing is needed so that the people required to use the Osage Water Company monopoly can voice their concerns with respect to this rate increase and service delivery failure. Please feel free to contact me if you have any questions.

Thanking you in advance for your consideration.

Sincerely,



Don J. Spadoni, Unit 221

To: Office of Public Counsel  
Attn: Shannon Cook  
PO Box 7800  
Jefferson City, Mo 65102

Tel: 573-751-1304  
Fax: 573-751-5562

From: Russ Taylor  
Park Place on the Lake  
HCR 79, PP #16, Unit 714  
Kaiser, Mo 65047

Tel: 573-348-5545  
Fax: 573-348-5545  
Email: judymae@usmo.com

Date: March 11, 2000

Subject: Proposed Rate Increase by Osage Water Company

We live at Park Place On the Lake in the heart of our beautiful state park. We have lived here for three plus years. For the first three years, PMG, Professional Management Group, charged us for our water and sewer as part of our monthly home owner's fee. Their fee was \$10.00 for water and \$22.50 for sewer, or a total of \$32.50 per month. During these three years, there was never a mention of a rate increase. When Osage Water took over on April 1, 1999, they increased the rate to \$33.90. This increase of \$1.40 was accepted, as it was minimal. At this point we started to have service problems, as follows:

#1. A boil order was placed on buildings 006 and 007. The problem was Osage Water failed to fill the chlorinator.

#2. Two very large holding tanks adjacent to our clubhouse were "overflowing". We called Osage Water Company and the problem wasn't fixed for two weeks! In the meantime, the water continued to overflow and was wasted.

#3. As a new building, 005, was under construction, we lost our water pressure to buildings 006 and 007. The problem was that Osage Water Company was running five sprinkler hoses on grass in front of the new building 005. Again we called Osage Water. After two weeks of argument, they agreed to install a pump and use lake water instead of well water. As of this date that has never been done, and we will have the problem again, unless a lake pump is installed.

#4. The septic holding tanks in front of building 006 were overflowing and a very bad odor was coming from them. This caused the high water alarm to go off. Osage Water turned the alarm button off, but did nothing to fix the problem! At this point, because of our concern for effluents running into the lake, we called the DNR. Gary Rollins, and Timothy Neal from the Division of Environmental Quality, responded. Their opinion was that the holding tanks needed to be pumped. Again we called Osage Water and nothing happened. We believe this still to be a problem as these six tanks have never been pumped. Summer is coming and our weekend tenants will be coming, so the problem will get worse again. It seems as if management is not willing to listen to our problems.

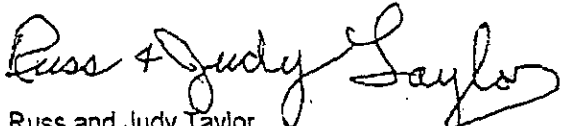
#5. This was the straw that broke the camel's back! On Feb 18, 1999, a contractor was installing a water filter for our water softener. While cutting through white PVC pipe, before the unit shut off control, the pipe broke. Water began to flood our unit, under tremendous pressure. Because the break was before the shut off valve, the main water to the building had to be shut off. This requires a "T" handle wrench to shut off the water outside to the building. Again, I called Osage Water and requested someone come out asap as a main line had broken and was flooding our home. One hour and 15 minutes later, a man knocked on our door and asked what the problem was. I asked him if he had the "T" handle wrench. He said "No, we don't have one!" I knew at this point, we were in trouble. He had to go to the pump house and shut down the water to all three buildings. Because of this mistake, not knowing, or not having a "T" handle wrench, the insurance damage was in excess of \$2800! In this month's water bill we got an emergency call charge of \$50.00! Had the "T" handle wrench been here, I could have shut off only the water to building 007.

#6. If we address the money situation, we have 42 units here, paying \$33.90 per month or \$1423.80 or \$17,805.60 per year! Park Place is a "stand alone" complex. We have our own well water and septic system, neither of which were installed by Osage Water Co. Our septic system was approved by DNR for 20+ buildings. We currently have three buildings with a 4th under construction. On April 1, 1999, our developers sold our water and septic system to Osage Water, I.E. Greg Williams, the lawyer for the developers. This hints of "collusion", or a conflict of interests! Osage water costs, to support Park Place have been only for electricity and chlorine. If we estimate the electric bill at \$50.00 and chlorine at \$50.00, we have costs at \$100.00 per month times 12 months or \$1200.00 per year. We have paid Osage Water \$17,085.60 this last year! This leaves them with a profit of \$15,885.60! As you can see by the complaints, they have not gone out of their way to solve any problems. Based on their costs of \$1200 per year, this leaves them with a clear profit beyond imagination! Looking at the proposed rate increase of 115% of water and sewer, or \$72.87 per month, they will get \$36,726.48 per year!

Since I handled the sales for the developers for three years, I am surprised that they would even allow this rate increase, as it will shut down the sales of the units! No one in their right mind would pay \$72.87 per month for water and sewer plus their homeowners fee of \$120 per month. This would be \$192.87 per month or \$2314.44 per year. I have already heard from some of our one and two bedroom owners who say they would be forced to sell if this rate increase is approved.

Based on the above facts, I believe the water and sewer control should be returned to PMG, who had control for 3.5 years and never asked for a rate increase.

We also believe that the books at Osage Water Company need to be carefully audited to find out where and to whom the money is going. Obviously, something is wrong in Denmark as well as in Camden County.



Russ and Judy Taylor,  
Unit 714 at Park Place on the Lake

CC: Missouri Public Service Commission  
Developers, JT Tillman, Bill Tillman, Dan Foster  
Owner of Osage Water Co, Greg Williams  
PMG, Linda Fiers and Karen Medders  
Editor of Lake Sun Leader, Mike Feedback  
DNR, Div of Environmental Quality, Gary Rollins, Timothy Neal

March 9, 2000

Missouri Public Service Commission  
Water & Sewer Department  
P O Box 360  
Jefferson City Mo 65102

Dear Sir:

As a condo owner at Park Place on the Lake, Kaiser, Mo, I am writing in response to the request for a permanent increase in current water and sewer rates. The increase you are proposing is outrageous.

My husband and I are at the Lake 30 to 40 days per year and have always felt the current rate of \$33.90 was excessive considering we are there such a short time each month. Our rates in the village we live full time for water, sewer and trash removal only runs \$25.00 to \$28.00 a month. Our AmerenUE bill is only \$12.00 to \$20.00 per month at the Lake.

This rate proposal is unbelievable. Such an increase would be unfair to the condo owners at Park Place and would make it very difficult to sell our units later on. Please take us into consideration when making such increases.

Sincerely,

*Sharyn K. Kline*

SHARYN K KLINE  
p O Box 24  
Hamel IL 62046

cc: J T Tillman  
Bill Tillman  
Dan Foster  
✓ Russ Taylor

OFFICE OF PUBLIC COUNSEL

ATT: SHANNON COOK

FILE COPY

Feb. 17, 2000

Marjorie C. Varney  
509 N. Shore Dr.  
Lake Waukomis, MO 64151

Commissions Staff, Missouri Public Service Commission  
Water and Sewage Department  
P.O. Box 360  
Jefferson City, MO 65102

Copy To:  
Office of the Public Counsel Attn: Shannon Cook  
P.O. Box 7800  
Jefferson City, MO 65102

Dear Sir/Madam:

I have just received a notice of a proposed rate increase for water and sewage for customers of the Osage Water Company, Camdenton. This letter is written with extreme outrage at the proposal which would in effect charge me and other part time occupants (weekenders) a rate of approximately \$2.00 a gallon for water.

I shall try to explain my position. For the past two years I have brought to the attention of the developers of Cedar Glen Condominium a problem that the part time tenants were paying the same amount per month for sewage as the full time residents. This, in effect, used us to subsidize the sewage costs for the actual usage of the system. I use on the average of 400 gallons of water a month. The average usage of the full time resident, as stated by Osage Water Co., is approximately 6000 gallons during the same time frame. Does this seem fair to you. A minimum charge such as the water charge should apply and then go up with water consumption, as the water bill does. During the discussions with the developers, they said this was not possible because the Public Service Commission does not allow this procedure, according to Osage Water Co.. I believe this to be false. Water usage and sewer usage correlation is a common practice in many areas.

I also believe Osage Water Company is trying to recoup expenditures at an accelerated rate for some reason other than those explained.. Be it poor management or unsound financial practices they are trying to stick the customers with the bill. They also state that they have been in business since 1987. I don't think they have been associated with Cedar Glen during all that time.

FEB 22 2000

At my residence at Lake Waukomis(Kansas City), I pay an average of less than \$35.00 a month for water and sewage combined. What do you pay? An increase to almost \$90.00 a month for 400 gallons seems a little excessive. Another example, during the month of January unit 1 of Cedar Glen had one full time resident. If you consider the new rates for water( 16 units X \$90.00) a charge of \$1440.00 to process her water also seems excessive. I believe the people that use the facilities should pay a fair share for what they each use. This does not mean that I believe the rate increase is justified regardless of who uses how much.

If Osage Water Company cannot operate on a fair and equitable rate, they need some supervision. The Public Service Commission should maybe investigate their financial practices to see if some lax practice might be responsible for their problems. Maybe bankruptcy or state supervision is the solution to the problem and not putting the financial burden on the customers. Many of these customers are fixed income families and cannot afford the increase requested.

Regardless, the requested increase is ludicrous and should not even be considered by your commission. I anxiously await a response to this communiqué.

Sincerely Yours,

  
Marjorie C. Varney



February 16, 2000

FILE COPY

To: Office of the Public Council

Attn: Shannon Cook

We just received a notice of a proposed rate increase from the Osage Water Company. According to the letter they are asking for a 99.6% rate increase on the water and 121.2% increase on the sewer rates. This is outrageous!! The rates already being charged seemed high to us, they are considerably higher than we presently pay in St. Peter's on our primary residence. We are asking that this increase be denied.

Sincerely,

A handwritten signature in cursive script, appearing to read "Roger & Betty Witte".

Roger and Betty Witte

FEB 23 2000

## **ATTACHMENT B**

Contents: Copies of letters from following consumers to PSC

Cedar Glen Homeowners  
Gary Helling  
William T. Kitchen  
Mike Knoch  
Doug Marrs  
Paula and Roy Parks  
Petition with 24 signatures

February 20, 2000

Missouri Public Service Commission  
Water and Sewer Department  
P O. 360  
Jefferson City, Mo. 65012  
Attention: Mr. Randy Hubbs

RECEIVED

FEB 23 2000

Missouri Public  
Service Commission

Cedar Glen Condominms  
Osage Water Company  
Sewer and Water Monthly Rates  
Dear Mr. Hubbs,

We are writing this letter with the understanding that you have the authority and responsibility to protect us from being overcharged for sewer and water costs. Attached is a letter we received from the Osage Water Company which states they intend to increase our monthly rates as follows. Water from 10.00 to \$36.13 and Sewer from \$23.90 to \$52.87. This amounts to a total increase from \$33.90 to \$89.00 which we feel is absolutely unacceptable.

There are approximately 100 units at the Cedar Glen Condos sold and plans to continue to build several hundred more as part of this project. Most of the homeowners bought here with the understanding our monthly rates were set for many years since it was a brand new system designed specifically for this new project. It is general knowledge that water wells in this area are very simple to drill and obtain very high grade water at a cost that does not fluctuate from year to year. Also, many central waste water systems have been engineered and built in this area during the past few years and it is relatively easy to estimate the cost to build and operate them.

Mr. Greg Williams, President of the Osage Water Company and also an attorney has a rumored reputation in this area of taking advantage of opportunities whereby he can legally dictate the rates and homeowners are forced to pay them or sell and move out.

Since most of the condo owners here are retired or will be in the very near future and living on fixed incomes this increase would be a severe handicap. We sincerely ask that you protect us from this unfair increase requested by Greg Williams.

Sincerely,  
Cedar Glen Homeowners

Cedar Glen Homeowners

#234 Elvis + Marilyn Hanson  
#131 Phil + Mary Anne Engen  
#144 GARY + VICKI POTTER  
#141 WAYNE + LORE STEWART in RT  
#124 Judy + John Vogt  
#114 Gary + Cathy Pische  
#221 W. J. Miller  
#242 Bill + Dore  
#215 Joseph H. Schutte  
#235 Bob Larson

{STREET ADDRESS} • {CITY/STATE} • {ZIP/POSTAL CODE}  
PHONE: {PHONE NUMBER} • FAX: {FAX NUMBER}

November 25, 2000

RECEIVED

NOV 29 2000

To: Missouri Public Service Commission, Water and Sewer Department & Public Service Commission  
Office of the Public Council

From: Gary Helling, Customer of Osage Water Company

Subject: Rate increase

It was always my understanding that last year when Osage Water requested Water and Sewer increases that there would be a public hearing on this matter. Now I have received notice that in all probability, rate increases are going to be granted without meeting with the customers face to face. What has happened with the Public Hearing?

I can only speak as a customer from Cedar Glen Condos in Camdenton, Missouri.

Customer service is poor.

There have been numerous billing errors.

Some Units have water meters and some do not.

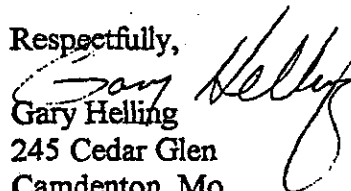
Has there ever been an on site inspection of the Sewer and Water Plants at Cedar Glen by the Missouri Public Service Commission or the Office of Public Council?

You will find that both of these plants are located inside of a salvage yard/dump. I walked the Water Plant last week and found that within 300 feet of the well is an abandon public restroom, abandon propane tanks, abandon outboard motor gasoline tanks, abandon barrels with who knows what is in them plus, all the other trash on the property.

We have to trust your offices to protect us from the poor management practices of the Osage Water Company and to protect our public health.

The Osage Water Company may think they need a rate increase to operate but how well do they manage their assets and respond to customer needs?

Respectfully,

  
Gary Helling  
245 Cedar Glen  
Camdenton, Mo  
65020

573-346-1609 or gjhelling@aol.com

DEAR RANDY HUBBS

IM ON A FIXED INCOME,  
IM DISABLED IM JUST GETTING  
BY AS IT IS. MR. GREG WILLIAMS  
PRESIDENT OF OSAGE WATER CO.  
AND ALSO AN ATTORNEY, WANTS TO  
RAISE OUR SEWER + WATER BILL.

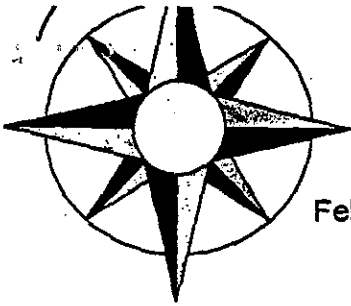
ITS HIGH ENOUGH AS IT IS. BETWEEN  
BUILDING 1 + 2 THERE IS A SEWAGE  
TANK. THE BUZZER IS ALWAYS  
GOING OFF AND NO ONE SEEMS TO  
CARE. THE SEWAGE SPILLS OVER ONTO  
THE GROUND AND SEEPS INTO THE  
LAKE AND GROUND. I LIVE AT  
CEDAR GLEN FULL TIME, I HAVEN'T  
SEE A TRUCK THAT PUMPS IT OUT  
IN MONTHS. IT SMELLS WHEN IT  
OVER FLOWS,

RECEIVED  
FEB 23 2000  
Missouri Public  
Service Commission

LAST YEAR AT XMAS SOMEONE  
FROM THE WATER CO. TURNED OFF  
THE SWITCH AT THE PUMP HOUSE  
THAT MOVES THE WATER. ALL PIPES  
IN BUILDING 1, 2, 3 AND THE  
WEDGE UNIT BROKE WE WERE  
OUT OF WATER FOR FOUR DAY'S,

THERE ARE ABOUT 90 UNITS  
SOLD IN CEDAR GLEN AND THEY  
ARE BUILDING MORE. I THINK  
THEY ARE MAKING PLENTY OF  
MONEY OFF THE OWNERS. IF  
THE RATES ARE INCREASED, ILL  
PROBLY HAVE TO SELL MY UNIT  
AND MOVE BACK TO K.C.  
PLEASE DONT LET THIS HAPPEN.

William T. Kitchen  
UNIT 243



# Mariner's Cove Apartments

February 21, 2000

Missouri Public Service Commission  
Water and Sewer Department  
P.O. Box 360  
Jefferson City, MO 65102

RECEIVED

MAR 1 2000

Missouri Public  
Service Commission

RE: Osage Water Company Rate Increase Request

This is a letter of opposition to the proposed water rate increase requested by Osage Water Company. As a business owner (apartment complex) in Osage Beach, we are one of the larger consumers of Osage Water's service in this area. Our current bill amounts to over \$500.00 a month. With the proposed increase this will balloon to over \$1,000.00 a month. And what will be the added benefit we are to receive for this huge increase? To date the company has not even suggested that there will be any improvements or changes to service. I wonder if this rate increase request, at this time, is strictly a ploy to increase the value of this system before talks with the city of Osage Beach regarding a buy out as the municipal system goes into place.

Our entire complex and the surrounding subdivisions are currently served by a 2 inch main supplying water that is heavily loaded with minerals, occasional blasts of silt and sand, and hydrogen sulfide gas that smells terribly if it stands for more than a day or two. The current water system provides no fire protection capability at all, not even a small stand pipe for emergency use. We have been trying to get one of our parking areas repaired for over 6 months after a main line break. The water company keeps saying they will patch the asphalt and our tenants keep parking on clay mud and rocks.

The City of Osage Beach is 12-24 months away from installation of water mains in this area, and we have already applied to the city for hook-up to the new system. It will provide us with adequate fire flows at hydrants surrounding our complex and supply us with better quality water at rates approximately equal to the current rates we are now paying Osage Water Company. If we are forced to pay these new exorbitant rates, please do everything in your power to speed the city's planned water system.

In closing, I wish to formally request a public hearing in our locality. We, the public, need to ask direct questions and receive direct answers from the Commission Staff and Osage Water Company staff about how this huge increase in rates will benefit anyone other than the owners of the water company. We need clear statements of the future of the water company so we may judge if we are actually receiving our money's worth from this private company, or are we just making someone rich by being over charged.

Sincerely,

Mike Knoch  
Manager

Mariner's Cove Road, Osage Beach, Missouri 65065

(573) 348-3664



# Great Southern Bank

NOV 13 2000

RECEIVED MISSOURI PUBLIC SERVICE COMMISSION

DATE: NOVEMBER 9, 2000

TO: MISSOURI PUBLIC SERVICE COMMISSION  
WATER AND SEWER DEPARTMENT  
PO BOX 360  
JEFFERSON CITY, MO. 65102

FROM: DOUG MARRS  
VICE PRESIDENT, OPERATIONS

To Whom It May Concern:

After reviewing your letter of November 1, 2000, GSB is in total opposition to this increase. We feel this is a total exaggeration of the increase needed. Great Southern Bank will not support this increase for the water and sewer, the Osage Water Company is asking for an increase that is much to high. We feel the recommended rate increase is totally out of line.

Sincerely,



Doug Marrs,  
Vice President, Operations

DM/cn



March 4, 2000

~~Missouri Water Company~~

RECEIVED

MAR 6 2000

Missouri Public  
Service Commission

To the Staff of the Public Service Commission:

I am writing in response to the letter we received requesting an increase in payment for our public water and sewage usage at the Lake of the Ozarks.

Please take into consideration the vast number of individuals who have retired at the lake on specific/fixed incomes. Frankly, we are concerned that we simply will not be able to meet this huge demand for more money. We honestly feel that any increase that is reviewed by the Public Service Commission should be strictly based on usage rather than a flat increase which is clearly unfair to those of us who incorporate saving means to conserve water and sewage usage at the lake. Believe me, we are very conservative and feel we should not be expected to pay this steep amount of increase for a public utility.

Thank you for your professional consideration of this important matter.

Sincerely,  
Paula & Roy Parks  
(573) 374-7059



# PETITION TO THE PUBLIC SERVICE COMMISSION

I am a customer of Osage Water Company and I am at least 18 years old. It is my understanding that Osage Water is requesting to double my rates for water service, and to more than double my rates for sewer service. I am **OPPOSED** to any rate increase of this magnitude, and I request that the Public Service Commission hold a local public hearing in Sunrise Beach prior to ruling on any such proposal.

Date	Name (PLEASE PRINT)	Signature	Street Address
2/26	Larry Cathy Seiche	Cathy Seiche	114 Cedar Glen
3/26		Larry Seiche	114 Cedar Glen
2/26	Margo Preston	Margo Preston	431 Cedar Glen
2/26	C. L. PLEASANT		431 CEDAR GLEN
2/26	Beverly Rhodes	Beverly Rhodes	443 CEDAR GLEN
2/26	Carl L. Rhoads Jr	Carl L. Rhoads Jr	443 CEDAR GLEN
3/1	MARIE STOCKWELL	Marie Stockwell	441 Cedar Glen
3/1	THOMAS STOCKWELL	Thomas Stockwell	441 Cedar Glen
3/3	CELESTE LEMKE	Celeste Lemke	413 Cedar Glen Av.
3/3	HARRY LEMKE	Danny Lemke	413 Cedar Glen Av.
3/3	Robert Rieke	Robert Rieke	420 Cedar Glen Condo
3/3	Richard Rieke	Richard Rieke	420 Cedar Glen Condo's
3/8	Beryl Allen	Beryl Allen	426 Cedar Glen Condo's
3/8	MARIANETTE ALLEN	Marianette Allen	426 Cedar Glen Condo's
3/8	JAMES BAGGMAN	James Baggman	427 LL LL LL
3/8	Anna May Factor	ANNA-MAY-FACTOR	P.O. BOX 568 Canby
3/8	Ben Felton	BEN FELTON	314 Cedar Glen
3/8	Diana Arrenholz	DIANA ARRENHOLZ	233 Cedar Glen Condos
3/8	Loretta Gardner	LORETTA GARDNER	221 CEDAR GLEN CONDOS
3/8	Helen Fischer	Helen Fischer	223 Cedar Glen Condos
3/8	Glen Miller	GLEN MILLER	421 Cedar Glen Condos
3/8	Pat Miller	PAT MILLER	421 Cedar Glen Condos
3/10	GARY HELLING	Gary Helling	245 Cedar Glen 65020
3/10	JOAN HELLING	Joan Helling	245 CEDAR GLEN 65020