

Missouri Public Service Commission
Public Comments Report

From Date : 12/15/2005 **To Date :** 01/19/2006

Public Comment ID.	Utility Type	Company Name	First Name	Last Name	City	State	Public Comments	Office Receiving Comment	Staff person	Resolution
P200600986	Water	Franklin County Water Company, Inc-(Water)	Shirley	Bradshaw	St. Clair	MO	(Pam) Feels 80% is too much to ask for. This is a small town. Only sees 14 yr. old boy reading meters. Never notified if they are going to shut down the water. Cuts water in middle for showers. Co. doesn't deserve this increase.	PSC	SJ	Letter sent 3-21-2006.
P200601025	Water	Franklin County Water Company, Inc-(Water)	Rhonda	Craig	St. Clair	MO	(Pam) Opposes surcharge. Stated there is a 12 yr. old boy who reads meters. Given no notice when water will be shut off. Co. does not deserve an 80% increase. Understands 10%.	PSC	SJ	Letter sent 3-21-2006.
P200601003	Water	Franklin County Water Company, Inc-(Water)	Lisa	Crowin	St. Clair	MO	(Pam) Opposes surcharge. Has complained about poor service but nothing gets done. If water sets in the sink of tub it turns pink. Co. never seems concerned.	PSC	SJ	Letter sent 3-21-2006.
P200600970	Water	Franklin County Water Company, Inc-(Water)	Lisa	Hickinbotham	St. Clair	MO	(Pam) Opposes proposed rate increase. Could understand if it was 50%.	PSC	JMR	Letter sent 2-15-2006
P200600976	Water	Franklin County Water Company, Inc-(Water)	Lisa	Hickinbotham	St. Clair	MO	(Pam) Opposes proposed rate increase. Could understand 50%.	PSC	JMR	Letter sent 2-15-2006
P200600951	Water	Franklin County Water Company, Inc-(Water)	David	Noe	St. Clair	MO	(Pam) Opposes 80% increase request. Could understand a much small increase.	PSC	JMR	Letter sent 2-15-2006
P200600971	Water	Franklin County Water Company, Inc-(Water)	Twila	Noe	St. Clair	MO	(Pam) Opposes proposed rate increase.	PSC	JMR	Letter sent 2-15-2006
P200600977	Water	Franklin County Water Company, Inc-(Water)	Twila	Noe	St. Clair	MO	(Pam) Opposes proposed rate increase.	PSC	JMR	Letter sent 2-15-2006
P200600967	Water	Franklin County Water Company, Inc-(Water)	Janet	Reese	St. Clair	MO	(Pam) Opposes propose rate increase. Can't believe a company would ask for such a huge increase.	PSC	JMR	Letter sent 2-15-2006
P200600932	Water	Franklin County Water Company, Inc-(Water)	Larry	Sargent	St. Clair	MO	(Pam) Could understand an increase if service would improve. Water pressure is very low for the amount of houses in area.	PSC	SJ	Letter sent 3-21-2006.
P200601066	Water	Franklin County Water Company, Inc-(Water)	Helen	Sullivan	St. Clair	MO		PSC	SJ	Letter sent 3-21-2006.

P200601018	Water	Franklin County Water Company, Inc-(Water)	Tina	unknown	St. Clair	MO	(Pam) Opposes 80% rate increase. Would understand a much smaller increase.	PSC	JMR	Unable to contact
P200600934	Water	Franklin County Water Company, Inc-(Water)	Kenneth	Whillineton	St. Clair	MO	(Pam) Opposes requested rate increase.	PSC	JMR	Letter sent 2-15-2006
P200600992	Water	Franklin County Water Company, Inc-(Water)	Thelma	Wilde	St. Clair	MO	(Pam) Opposes 80% proposed rate increase. Feels 10% increase is more reasonable.	PSC	JMR	Letter sent 2-15-2006
E-mail	Water	Franklin County Water Company, Inc-(Water)		Anonymous		MO	See attached.	PSC	AS	Discussed customers concerns on January 27.
E-mail	Water	Franklin County Water Company, Inc-(Water)	Jerry L.	Pearson	St. Clair	MO	See attached.	PSC	JMR	Letter sent 2-15-2006
E-mail	Water	Franklin County Water Company, Inc-(Water)	William & Carolyn	Phillips	St. Clair	MO	See attached.	PSC	JMR	Letter sent 2-15-2006
E-mail	Water	Franklin County Water Company, Inc-(Water)	Lonnie	Somers		MO	See attached.	PSC	AS	Discussed with customer and company on January 5, explained Company does not turn off water for taps and flushes line when completed.
Letter	Water	Franklin County Water Company, Inc-(Water)	George	Albitez	St. Clair	MO	See attached.	PSC	JMR	Letter sent 2-15-2006
Letter	Water	Franklin County Water Company, Inc-(Water)	Joseph	Ouellette	Village Ridge	MO	See attached.	PSC	JMR	Letter sent 2-15-2006

9 Jan 06
Not too real long
ago our sewer rates
went from 25.20

quarterly to 60.00
Another giant
increase by the
water company is
absurd.

George Alberty
435 Lake Shore
(LAKE ST. CLAIR)
ST. CLAIR, MO. 63077

ST. CLAIR WATER & SEWER DEPT.
ATTN: W. Alberty

Russo, Jim

From: [REDACTED]
Sent: Friday, January 06, 2006 12:21 PM
To: Water.Sewer; mopco@ded.mo.gov; [REDACTED]
Cc: [REDACTED]
Subject: franklin county water company incorporated.

Hi! Thank you very much for giving us the opportunity to voice our opinion on the rate increase matter. I would like to preface my concern over the tremendous rate increase proposal with a few comments. I have been a resident of the Lake St. Clair development since 1999. Since then I have experienced very low water pressure (24/7), air in the system for no apparent reason on numerous occasions, and complete loss of water up to 2 days at a time without notice (summer months). I also have issue with teenagers (they look to be between the ages of 11-14 years of age) driving around on golf carts reading the meters. I have no proof they are reading the meters incorrectly, however I question the validity. I have also spoken to individuals in other counties including St. Louis County-they were shocked at our high rates. I do not oppose a reasonable rate increase because proper maintainance cannot be maintained at the current rate-however it seems very steep. When I moved in a \$400 hook up fee had to be paid as well. What was that money to be used for? Please know I want to be reasonable and trust you to make a fair assessment of this matter.

Also, I don't know how to put this in any other terms, but please do not let them (Mrs. Falkenberry)-I think that's her name, get wind of me expressing these issues personally. I hope this will be kept in strict confidence. I would not mind speaking with any of your representatives about this matter privately. I am just a little frightend of the backlash my opinion might cuase. I attended one community meeting and didn't go back. It was truly like the Jerry Springer Show. Old men were threatening to fight physically!! I was shocked. So I really try to keep to myself when it comes to matters dealing with the community-not knowing who might become angry over an opinion. Again, I truly thank you for giving us this vehicle to present our opinion. Thanks again, [REDACTED]

[REDACTED]

This message was sent using IMP, the Internet Messaging Program.

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102

RECEIVED

FEB 01 2006

UTILITY OPERATIONS
DIVISION

REF. TO: FRANKLIN COUNTY WATER CO. INC.
QW-2006-005

I HAVE A VACANT LOT. THEY CHARGE \$5.00
PER MONTH WITH A MINIMUM 1000. GALLONS.
I HAVE YET TO USE A SINGLE GALLON
OF WATER.

VACANT LOT OWNERS SHOULD NOT
HAVE AN INCREASE^{IN} ITS RATES. NONE

IF THEY WISH TO INCREASE THE RATES
IT SHOULD BE TO THOSE RESIDENT LOT
OWNERS. FOR RESIDENT LOT OWNERS I SUGGEST 10% PER YEAR
FOR 3 YEARS

80% INCREASE IS EXORBITANT
AND EXCESSIVE

I REQUEST A HEARING.

THANK YOU FOR
YOUR CONCERN,



Joseph Ouellette
PO Box 348
Villa Ridge, MO 63089

636-742-2070

Joseph Ouellette

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Russo, Jim

From: Jerry L Pearson [tpearsonis39@sbcglobal.net]

Sent: Thursday, January 05, 2006 8:56 AM

To: Water.Sewer; mopco@ded.mo.gov

Subject: Franklin county water rate increase

To whom it may concern:

Unbelievable!!! 80% increase!!! I can not believe that a public utility could or would suggest such an increase. This kind of increase is unethical!

I do understand occasional rate increases to address the ongoing increase in cost. But an increase like this hurts the weakest people in our community. For example, poor, fixed income, elderly, disabled.

I urge you to drastically modify this rate increase request.

Jerry Pearson
204 Wren Wood
St. Clair, MO 63077

1/19/2006

Russo, Jim

From: a p [stroke_55@hotmail.com]

Sent: Sunday, January 15, 2006 8:36 PM

To: Water.Sewer

Subject: undeserved rate increases at Franklin County Water Co. Inc.

To Whom it May Concern:

As a customer of Franklin County Water Co. Inc. I would like to protest a proposed 80% increase in our customer rate. This company has provided only the poorest service with absolutely no will or want to satisfy it's customers. The following are points in which I have been dissatisfied:

- 1) We are currently charged a "Monthly Customer Charge", the purpose of which has not been explained to customers.
- 2) When needed a company spokesperson is seldom available.
- 3) Our meter is generally read by a boy who could only be 10-12 years old. He is allowed to read the meters by himself, which is a safety concern to all the residents of Lake St.Clair.
- 4) Many residents of Lake St.Clair have been double charged for bills which they have already paid.

I believe you will find that many of the residents of Lake St.Clair believe that this company is undeserving of a rate increase. However, because of the space of the lots and locations of the homes many of the residents are forced to use this company and are unable to drill wells or employ other water service techniques.

Sincerely,

William and Carolyn Phillips

416 Briarwood

St.Clair, MO 63077

636-629-0868

2/2/2006

Russo, Jim

To: Lonnie Somers; mopco@ded.mo.gov; Water.Sewer

Subject: RE: QW-2006-0005

Thank you for your comments.

The notice you received was for a request for increase in rates by Franklin County Water Company, Inc. Please be advised that the rate increase request you commented upon is simply that, a request by the Company. A rate increase will not occur unless the Commission approves one, and that will not happen unless the Staff of the Commission has submitted a recommendation for approval of an increase to the Commission.

We will review meter reading and the shutting off of service in our review process. This will include whether or not the Company was able to provide notice of the shut off to its customers, whether or not the entire system has to be shut down to perform repair work or to add new customers and the flushing of lines after the system has been shut down.

Please feel free to contact me if you have any other questions or comments concerning the rate increase request.

James M. Russo
Rate & Tariff Examination Supervisor
Water & Sewer Department

From: Lonnie Somers [mailto:londevaly@sbcglobal.net]

Sent: Wednesday, January 04, 2006 6:26 PM

To: mopco@ded.mo.gov; Water.Sewer

Subject: QW-2006-0005

I am responding to a recent request for increase in rates. It has come to our attention that the local Lake St. Clair Water district is to inform all customers prior to shutting off any water for added service or service related problems. To date, since I have lived here in 5 years there has never been a letter sent out notifying the residents of times when the water will be shut off. When questioned the answer is always "Sorry, water line broke", when in fact they are adding a new house onto the system. When there is an actual brake, there are numerous amounts of dirt that is sent flowing back to our house and our our faucets. Could you please address this issue with the water district and ask for proof of letters sent out and to whom it was sent to, then ask those residents if they received them? As for the increase, I don't have any problem with the proposed increase but they should not be having a 12 year old ch! ild reading meters and trusting that our bill is now accurate. I would assume this increase could be used toward actually hiring someone that is legal to work.

1/5/2006