

Missouri Public Service Commission
Public Comments Report
Tri-States Utility, Inc. (Water)
QW-2008-0010

Unique Comments	263
Duplicate Comments	<u>45</u>
Total Comments	308

Comments thru 4/9/2008

Item	First Name	Last Name	City	State	Public Comments	Office	Staff Person	Resolution
P200800701	John	Abraham	Leawood, Missoui	KS	140% increase is unacceptable in one year. I understand inflation does affect utilities as well, but we have not incurred a 140% increase inflation in 1007. In addition, I do not use the 6000 gallons at our condo , Bldg. #31, unit #9; and our rental patio home at 150 Devenshire Ave., Point Royal, Branson, Missouri. I therefore request an indepth audit be made to determine where this rate increase is justified.	PSC	JMR	Letter sent March 3, 2008.
P200800844	Susan	Adams	Branson	MO	I OWN 5 PROPERTIES IN THIS AREA AND I ALSO MANAGE 180 UNITS IN THIS DISTRICT THIS IS A VERY HIGH INCREASE AND I AM AGAINST IT. MANY OF THE PROPERTIES DO NOT USE A 1000 GALLONS FOR 4-5 MONTHS OF THE YEAR AND STILL PAY THE BASE FEE. THIS WOULD REALLY BE UNFAIR, WE PAY FOR SOMETHING WE NEVER USE. WE ARE A VERY SEASONAL AREA SO MANY TIMES THERE IS NO WATER USAGE IN MANY OF THE PROPERTIES.	PSC	JMR	Letter sent March 26, 2008.
P200800778	Margaret	Allen	Branson	MO	(ddw)Customer opposed/ Would not mind a small increase/ feels customer should not bare brunt of poor management.	PSC	DDW	Customer discussed with Consumer Services.

P200800695	Randy	Anglen	Hollister	MO	The rate increase by Tri-States Utilities seems very high. I had an experience with them where they refused to provide water to a home that was in their service area (albeit on the outskirts of their service area), stating they had just decided to stop providing water to that street - no other reason was given. After a complaint to the PSC, they had to provide water to the address. They don't seem to be anxious to provide water to the less profitable locations in their area.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800665	Carol	Angus	Branson	MO	A RAISE OF 140% IS JUST TERRIBLE. I REALIZE THEY WANT TO MAKE AS MUCH MONEY AS THEY CAN GET, BUT I SURELY HOPE YOU DO NOT GIVE IT TO THEM. THE ELECTRIC " WHITE RIVER" IS RAISING OUR ELECTRIC 19%. I GET SOCIAL SECURITY DIS-ABILITY...HOW ARE PEOPLE LIKE ME SUPPOSE TO PAY THIS . EFOUR THIS YEAR MOST OF US HAD TO BUY WATER AS IT WAS nasty.	PSC	JMR	Letter sent March 3, 2008.
P200800661	Norma	Appleman	Branson	MO	Having just received notification of a rate increase of 140% I am shocked! It seems the utility is expecting present customers to stand the expense of their expansion. I can see no reason to be ask for this type of rate increase which is only to increase the companies revenue but not imrove my existing service. A small increase over several years sounds reasonable to me. Reasonable increases are understandable but 140% is unexceptable. Thank you for considering the customer's point of view	PSC	JMR	Letter sent March 3, 2008.
P200800678	Mary	Arber	Branson	MO	In reference to request number QW-2008-0010 I am completely against the proposed rate increase of 140% to our water utility charges. I am a seasonal worker, single, with three children living at home and live off of a fixed income as well as public assistance. I do not feel that this amount is reasonable or fair to me or the rest of the residents of Tany County who have Tri-States Utility as their water supplier. I request that the action to increase our water bill rates be denied. Mary Arber	PSC	JMR	Letter sent March 4, 2008.

P200800806	Della	Baker	Branson	MO	In response to Tri State Utility requesting a 140% increase in cost of water charge that would be be passed to consumer. It is reasonable to expect a minamal increase but this is excessive. In addition adding cost to consumer to install locks on lids, these monies should have been saved. please reserve your money cut down. This is too much thanks so much. Ms Baker	PSC	JMR	Letter sent March 13, 2008.
P200800690	Richard	Ball	Fall Creek	MO	(ddw)Customer opposed/ customer uses virtually no water and would not like to see her minimum increased to a large amount/ amount of increase asked for is way too much, but would understand a slight increase.	PSC	JMR	Letter sent March 3, 2008.
P200800748	B	Banville	Branson	MO	customer against rate increase, there are too many people that are on fixed incomes.	PSC	JMR	Letter sent March 5, 2008.
P200800693	Robert	Barreth	Branson	MO	Request is way too excessive. People on fixed income can not afford such an increase. If all or any business would take such an increase, guess what shape the economy would be in. Also, what about the people on social security, or fixed incomes. They do not even get an increase in salary, on maybe a modest 2-3%. It's greed, and has to stop. Bob Barreth	PSC	JMR	Letter sent March 3, 2008.
P200800937	Linda	Bartimus	Branson	MO	Complaint-The proposed 140% rate increase is totally unreasonable and will drive residents and tourists away from Branson. Please do not approve it.	PSC	JMR	Letter sent April 22, 2008.
P200800938	Tom	Bartimus	Branson	MO	Complaint-The proposed 140% rate increase for water is just unbelievable! This rate increase will hurt the local economy by raising prices for tourists and residents. The developers of new communities should foot the bill for expansion, not current residents and tourists from whom we derived our business.	PSC	JMR	Letter sent April 22, 2008.
P200800810	Jonathan	Beasley	Branson	MO	against the rate increase; please do not give them the increase they are asking for.	Both	JMR	Letter sent March 20, 2008.
P200800847	Richard	Beasley	Branson	MO	(ddw)Customer and wife are opposed/ feels that it is too much to request at one time and cusotmer is strongly opposed. Customer declined letter.	PSC	DDW	Customer discussed with Consumer Services.

P200800965	Wes	Beatty	Kansas City	KS	i do not think in this time of the year with all the prices going up that the utility company should be allowed to increase the rates by 140%,when if one needs a meter the company charges them for it,i;m one of those people,did not like it very well.so once again i do not think they need that much of a increase,thank you	PSC	JMR	Letter sent April 22, 2008.
P200800878	Edwin	Becker	Branson	MO	See attached publci comment/ customer declined letter when I called him/ gave him comment number/	PSC	JMR	Letter sent March 26, 2008.
P200800846	Linda	Benville	Branson	MO	I find the proposed 140% hike in our water bill at Pointe Royale far beyond reason. I suggest that some of the improvements may not be necessary.	PSC	JMR	Letter sent March 26, 2008.
P200800769	Dolores	Biviano	Branson	MO	(tfl) Customer is a senior citizen and understands the company needs an increase because service/equipment is terrible. However, she thinks 140% increase is too high. She is on social security and she does not get increases like that. Please do not allow that much to the company.	PSC	TFL	Customer discussed with Consumer Services.
P200800885	Richard	Blum	Branson	MO	(ddw)Customer opposed/ would support a much smaller increase/ customer on a fixed income/ 140% would be a burden/ customer also does not understand why all meters are not standardized with the same price since a gallon of water = a gallon of water not matter what size meter it goes thru/ dislikes AMR meters and feels co. should pay for infrastructure themselves/ declined letter/	PSC	DDW	Customer discussed with Consumer Services.
P200800859	Charles	Boten	Branson	MO	The rate hike requested by Tri-State Utilities is outrageous. To more than double the rate is ridiculous. The company says its request is partly due to installation of new meters. That tells me that they now have more customers to gain revenue. I think that the rate request should be denied. Listen to the customers. I know there are many low income people living in our neighborhood that cannot afford this outlandish rate for water.	PSC	JMR	Letter sent March 26, 2008.
P200800763	Naomi	Bowers	Branson	MO	against the 140% increase that Co. is asking for I can see 10 to 20% not much more than that; people are on a fixed income.	PSC	JMR	Letter sent March 5, 2008.

P200800702	Henry	Bradley	Branson	MO	The proposed increases in water rates and "minimum charge" increases seem unwarranted and unfair. As part time residents, we shut water off for more than 6 month each year. The proposed minimum charge far exceeds our past usage fees. A reasonable "vacation hold" or disconnect/reconnect fee should be provided for the many part-time residents. The whole increase is far too sudden, too large, and should be spread over longer time period.	PSC	JMR	Letter sent March 4, 2008.
P200800703	Henry	Bradley	Branson	MO	An sudden increase of 140% (!!!) in the cost of any essential commodity is unconscionable. Perhaps a discount for Seniors would help. Consider that retired people on fixed incomes (who flock to Branson) may not be able to manage such an exorbitant increase. Considering the water available in the Branson area it seems totally unreasonable. Perhaps 10 or 15% /year could be managed reasonably well.	PSC	JMR	Letter sent March 4, 2008.
P200800692	Barbara	Brill	Branson	MO	(ddw)Customer opposed due to amount of increase requested. Customer could understand a small increase.	PSC	JMR	Letter sent March 3, 2008.
P200800731	James	Brock	Branson	MO	While a rate increase is probably well deserved, I think an increase in the range of 6 to 8 percent would be more appropriate than the 140 percent being requested.	PSC	JMR	Letter sent March 4, 2008.
P200800768	Gail	Bross	Branson	MO	I think this is totally ridiculous - raising water/sewer 140% . How in the world do you expect us to pay for it ? It's bad enough that we can't water our plants anymore because we have to pay sewer rates to water outdoor plants , but now raising rates this much . What are we suppose to take a shower once a week and flush the toilet once a day in order to be able to afford water and sewer now ?	PSC	JMR	Letter sent March 13, 2008.
P200800848	Tom	Brumley	Branson	MO	I can't believe Tri State utilities is increasing our water bill 140 % . I am against it completely. We had to pay for those meters ourselves and let them increase it a little to cover cost but not that much. They already charge us a flat rate of \$12.00 a month through the winter when our yard meter is off when they are not in use, that usually is from Nov - June. I have always not understood that. Anyway, I'm so against this increase. Please don't let them do this. Thanks	PSC	JMR	Letter sent March 26, 2008.

P200800808	Bryan	Burnett	Branson	MO	(ddw)Customer opposed/ customer would understand an increase of 10-15% but never such a huge increase/ electric went up already and that was enough for this year/	PSC	DDW	Customer discussed with Consumer Services.
P200800657	Michael	Cain	Branson	MO	Pointe Royale pays the highest rate in Taney County now. Do not need a 140 percent rate increase is total our of line. Steve Cain	PSC	JMR	Letter sent March 4, 2008.
P200800658	Michael	Cain	Branson	MO	Pointe Royale pays the highest rate in Taney County now. Do not need a 140 percent rate increase is total our of line. Steve Cain	PSC	JMR	Letter sent March 4, 2008.
P200800764	Ronnie	Champion	Branson	MO	I am objecting to a 140% rate increase on our residential water service. We did not request the water company to replace all the water meters. We were told it would pay for itself by the savings in labor cost for meter reading. Also the increase in customers that the water company is serving also produces additional revenue. I realize their expenses increase just like ours but not 140%. We are living on social security and our increase is only 2 to 3 % per year .	PSC	JMR	Letter sent March 6, 2008.
P200800698	Edgar	Christiansen	Branson	MO	Wouldn't it make more since to gradually raise the bills rather than propose a change that drastically impacts citizens like myself who require a low cost of living to survive. It's already nearly impossible to stay in Branson during Jan. and Feb. with rising costs. it may not be worth it. Ed Christiansen	PSC	JMR	Letter sent March 3, 2008.
P200800677	Mike	Clark	branson	MO	i just recently recived the projected extremly high price hike that is under way in my neighborhood i just do not think that its is very kind or right to ask to raise the price 140% they could have been keeping up with what was going on with there equipement and maintance and been moving the price up a little at a time but a 140% all at once that is just un called for this is not a very wealth neighbor hood so please strech out the hike over a period of time please dont do this	PSC	JMR	Letter sent March 4, 2008.

P200800699	Gregory	Cline	Branson	MO	Most residents understand a cost of living increase. But a 140% is ridiculous if not criminal. What if the electric company increased your utility bill by 140% ? In my case I would go from an average of \$200 per month to \$500 per month. Not many of us can afford such a thing. Cost of living increases take care of normal rise of inflation and can be justified. Passing on a 140% increase to the everyday working person is just insane. Hopefully someone with ears and a heart listens.	PSC	JMR	Letter sent March 3, 2008.
P200800750	Criage	Cogbill	Branson	MO	customer against the rate increase.	Both	JMR	Letter sent March 5, 2008.
P200800717	Sherman	Cogeill	Branson	MO	(ddw)Customer opposed, but would agree to a smaller increase/ seems to customer that 142% is too much to ask for at one time.	PSC	JMR	Letter sent March 4, 2008.
P200800726	Carol	Copple	Branson	MO	What Co. is asking for is too much; customer said that she has worked for a utility Co. for 33 yrs and that she has never seen a Co. ask that much before; people are on a fixed income and it will tough if Co. get's what they are asking for.	PSC	JMR	Letter sent March 4, 2008.
P200800860	Michael	Crawford	Council Bluffs	IA	I protest the new rates of water and sewer fees as proposed by the Tri-states Utility Inc. The new rates are 140% of the previous year's rate. My property is a sole-ownership condominium. These properties are not being occupied more than 6 months out the year. Most rates of tax or usage fees go up when used in higher commodity. Here they stay the same. Help the single property owner by restructuring this as a progres-sive rate for usage. It would help to conserve our resources. MNC.	PSC	JMR	Letter sent March 26, 2008.
P200800682	Earl	Creed	Branson	MO	A lot of people being affected by this are on fixed incomes and we could tolerate a little increase, but NOT 140% This seems excessive	PSC	JMR	Letter sent March 3, 2008.
P200800676	Unhappy	Customers	Branson	MO	Tri States Utility wants to raise wate rates 140% citing increased costs. Their rates are already much higher than Branson city rates. Pointe Royale is in city limits but not on city water. They charge customer for meter replacement/addition, backflow prevention installation, and they already double their rates in summer. We think their rates are high enough. Please reject their request.	PSC	JMR	Unable to respond to EFIS public comment.

P200800883	Joanne	Dassero	Branson	MO	Ms. Dassero is not opposed to a reasonable increase but feels that the 140% increase is excessive.	PSC	JMR	Letter sent March 26, 2008.
P200800884	Joanne	Dassero	Branson	MO	Ms. Dassero is not opposed to a reasonable increase but feels that the 140% increase is excessive.	PSC	JMR	Letter sent March 26, 2008.
P200800744	Todd	DeCloud	Branson	MO	customer against the rate increase, everyone in this area are on fixed incomes; how does the company expect	Both	JMR	Letter sent March 5, 2008.
P200800280	LaVonne	Dimatteo	Branson	MO	Customers are tired of the frequent outages. Feels MPSC needs to do something for the consumers in this area.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800280	LaVonne	Dimatteo	Branson	MO	Customers are tired of the frequent outages. Feels MPSC needs to do something for the consumers in this area.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800814	LaVonne	Dimatteo	Bransoin	MO	This is ridiculous! 140% raise is too much for the quality of service received. We have lost water 4 different times last year, once for over 4 days & a crew wasn't send out til the next day to even look for the break. Branson only got a 20% rate increase, why 140%? Why not fix the lines that keep breaking and give good service, then ask for an increase? A moderate raise would be OK, but NOT 140%. That's price gouging! Isn't that supposed to be illegal?We wanted Branson water, but told NO.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800805	Linda	Doherty	Branson	MO	Against rate increase, we can not afford what the company is asking for.	PSC	JMR	Letter sent March 13, 2008.
P200800700	Debra	Dougan	Ozark	MO	My husband and I own a condo in Branson, Missouri and our water is supplied by Tri-States Utility. I just received notice that they want to increase our rates by 140%. This is absolutely ridiculous!! Had they asked for a reasonable rate increase I would not have opposed it but a 140% increase is unacceptable! I sure would like to receive a 140% raise! Why in the world would any company expect their customers to be willing to line their pockets with such an extravagant increase in rates.	PSC	JMR	Letter sent March 3, 2008.

P200800681	Carole	Doughty	Branson	MO	I strongly oppose the 140% rate increase. The necessities for the increase, listed in the second paragraph, state the reasons as being basically an increase in need due to the Resort Status that Branson is now in. LET THE COMMERCIAL CONTRACTORS AND OWNERS PAY THEIR OWN WAY,,,,,DO NOT ASK THE YEAR ROUND RESIDENTS TO PAY THESE CONSTRUCTION COSTS FOR THEM!! If you question this...look at how many Time-Shares there now are in Branson....Who should pay the increases?	PSC	JMR	Letter sent March 3, 2008.
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P200800713	Judy	Driskell	Branson	MO	customer on fixed income and said that the rate increase will be too high.	PSC	JMR	Letter sent March 4, 2008.
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P200800875	Marilyn	Droke	Branson	MO	(ddw)Customer does not want any mail from PSC/ customer opposed/ Customer pays a customer charge all winter while service is off/ customer lives in area where meters are locked/ water pressure is low and service is horrible.	PSC	DDW	Customer discussed with Consumer Services.
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P200800751	Sandi	Edwards	Branson	MO	We think that 140% increase is price gouging!!!! We have no other option for water. Please do not let this happen. Thank you!	PSC	JMR	Letter sent March 5, 2008.
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P200800673	Jenny	Ellis	branson	MO	YOU'VE GOT TO BE KIDDING. AN INCREASE OF 140% NO WAY AM I PAYING THE ALREADY RICH EPPS FAMILY THAT KIND OF MONEY. I AM A WIDOW LIVING ON SOCIAL SECURITY. NO ONE IS GIVING ME A 140% INCREASE ON ANYTHING. I COULD UNDERSTAND A 10 OR 15% INCREASE...BUT 140 % IS OUTRAGEOUS. WE ARE PAYING YOU TAXES TO PROTECT US FROM THIS KIND OF ROBBERY.	PSC	JMR	Letter sent March 3, 2008.
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P200800674	Jenny	Ellis	BRANSON	MO	I AM A WIDOW LIVING ON SOCIAL SECURITY AND THIS IS MY SMALL RENTAL INCOME. I CANNOT RAISE THE RENT TO COVER A 140% INCREASE IN THE WATER BILL. A 140% INCREASE? I HAVE NEVER HEARD OF SOMETHING LIKE THIS, IT IS ABSURD. DO NOT ALLOW THIS TO GO THRU. ALL OF US HAVE TO LIVE WITHIN OUR BUDGET...SO DO THE UTILITY COMPANIES. TOTALLY UNREASONABLE AND CANNOT IMAGINE TRI LAKES UTILITES WILL BE ALLOWED TO DO THIS.	PSC	JMR	Letter sent March 3, 2008.
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P200800850	Janice	Ferragamo	Branson	MO	In the "off-season", paying a monthly charge of \$11.79 for no water use is absurd..the "in-season" fee is more costly...again, for no water use. Unfortunately, Tri-State is the only game in town, so I'm, a captive consumer. To boot, they are unfriendly and charge the consumer \$15 to do a computer name change. Additionally, they do not allow pre-payments, preventative measure for water shut off [unlucky me]. My solution is: slight increase & paying ONLY for the water I use, plus friendly service.	PSC	JMR	Letter sent March 26, 2008.
P200800862	Dorothy	Fick	Branson	MO	I do not agree with the rate increase request.	PSC	JMR	Letter sent March 26, 2008.
P200800656	Mickie	Fife	Branson	MO	We don't believe that kind of increase can be justified. Our water quality is poor, plus we know there are alot of people that don't pay their water bills now. If they have more customers, that means more money coming in, it's their job to collect it, not have customers that pay their bills take the "hit". We are definitely against this increase.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800807	Aimee	Filbeck	Branson	MO	I can understand an increase comparable to annual inflation rates, but 40% is absolutely out of control. It would be different if we, as consumers, had a choice; but there is only one water company. I feel they are taking advantage of the situation. If Tri-States Utility is under financial duress, they should seek aid from the county/state/federal government, not take it out on their customers who already pay outrageous taxes for the privilege of living, shopping & working in the Branson area.	PSC	JMR	Letter sent March 13, 2008.

P200800834	Pamela	Fischbach	Branson	MO	Although I realize that costs are rising on EVERYTHING for EVERYONE, I stongly believe that a 140% increase is rediculous. This increase will be a burden to many, especially those on fixed incomes. To more than double the rates seems excessive.	PSC	JMR	Letter sent March 20, 2008.
P200800854	Kenneth	Foersterling	Branson	MO	I strongly object to the proposed rate increase. The rates are already comparitively high. The only basis for the rate hike is greed and a rate increase of 140% is beyond comprehension. The utility knows that they have us at their mercy and I am grateful that the Public Service	PSC	JMR	Letter sent March 26, 2008.
P200800855	Kenneth	Foersterling	Branson	MO	Reference QW-2208-0010. I strongly object to the proposed rate increase. The rates are already comparitively high. The only explanation for the rate hike is greed and a rate increase of 140% is beyond comprehension. The utility knows that they have us at their mercy and I am grateful that the Public Service Commission has the authority to prevent them from taking unfair advantage of its customers. If the rates increases more than the cost of living I will be forced to drill my own well.	PSC	JMR	Letter sent March 26, 2008.
P200800733	Angie	Foley	Branson	MO	This rate increase is insane there is no way that I can afford a 140% increase. I can understand if rates need to be adjusted even 25% but a 140% increase is not something that I can` t afford. i already work 3 jobs. I will have to get another job just to make my water bill payment.	PSC	JMR	Letter sent March 4, 2008.
P200800825	Wallace	Frank	Branson	MO	140 percent increase in water fees requested by above listed utility is excessive. Concerns: 1. Rate increase will be used to enhance sale value of company. Provisions should be made for customers` refund if such sale occurs. 2. State auditors should insure that the rate increase is not related to the unsuccessful bid for the natural gas franchise in the Branson area. We have had good relations with the company and are satisfied with the service.	PSC	JMR	Letter sent March 20, 2008.

P200800817	George	Franks	Branson	MO	I object to the requested rate increase of 140% from Tri-States Utility. I am retired, live in Little Rock, and have a rental condo in Pointe Royale Resort in Branson. It has been very difficult to keep our condo rental profitable in recent years and this requested increase is just another obstacle in having our condo as an income source for retirement. The dollar amount is not as severe and the percentage increase. 140% increase is an obscene increase. I ask that the increase be rejected.	PSC	JMR	Letter sent March 20, 2008.
P200800828	David	Frazier	Branson	MO	I have never heard of an increase anywhere near this magnitude. Any utility requesting a 140% increase in charges was in need of new leadership long before they requested the 140% increase. Scrap the increase - along with the Board of Directors of Tri-State Utility - and let's begin anew. David Frazier	PSC	JMR	Letter sent March 20, 2008.
P200800697	John	Freed	Branson	MO	Tri State - opposes the magnitude of the increase, especially considering he has a sprinkler so would get hit twice on customer charge. Discussed rate case procedure. Taken by telephone and logged by jm.	PSC	JMR	Letter sent March 4, 2008.
P200800961	James	Friesz	Branson	MO	The recent proposal by Tri-States Utility, Inc to increase its client rates by 140% is unconscionable. I doubt very much that the increases in cost they refer to in their letter to their customers have happened overnight and I am	PSC	JMR	Letter sent April 22, 2008.
P200800779	Thomas	Garrett	Branson	MO	I don't mind Co. asking for an increase but not a 147% increase, I am on a fixed income, I only get \$400 a month. Co. put in new meters, but they don't work they still have to send someone out to read them. I am against the rate increase.	PSC	JMR	Letter sent March 13, 2008.
P200800858	Donald	Gerrity	Branson	MO	I feel the increase of 140% is outrageous and will be an extreme hardship for people on a fixed income. I would like to see the results of an audit and an investigation into their business affairs.	PSC	JMR	Letter sent March 26, 2008.
P200800723	John	Gillmer	Boca Raton	FL	I can understand that it might be necessary to increase some prices, but 140% seems out of reason.	PSC	JMR	Letter sent March 4, 2008.
P200800721	Howard	Gilpin	Branson	MO	The 140% increase is too much. Much of the reasons they listed in their letter dated 2-27-08 were capital	PSC	JMR	Letter sent March 4, 2008.

P200800793	Dr Jerry	Givens	Branson	MO	(Pam) Opposes rate increase and feels water service should be given to the City of Branson. Doesn't feel rate payers should have to pay for a poorly run company.	PSC	PC	Customer discussed with Consumer Services.
P200800857	Ronald	Glorioso	Branson	MO	I own three condos and a single family home in Pointe Royale Golf Village and the quality of water in this community is unacceptable. In one of my condos the water comes out deep black and smells like sulphur when first turned on after a few days of not being used. An investigation and audit of this organization is being requested.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800675	Steve	Graber	Branson	MO	I was very upset and surprised to get a letter requesting a revenue increase request. I understand expenses have increased but to more than double and almost triple our rates is not fair or reasonable. This should have been spread over several years, not all at one time. To increase rates to help pay for new RFD meters that we did not ask for does not sound fair. The meters should save money because they do not have to send out meter readers. The addition of new homes should increase revenue.	PSC	JMR	Letter sent March 3, 2008.
P200800963	George	Graslaub	Branson	MO	I think this rate increase is outrageous during a time of decreasing home values, higher prices for everything. We are on a fixed income. At this moment we are facing nursing home care for my husband for the rest of his life with Medicaid snapping at our heels. We live in our home in MO less than 6 months out of the year and we pay for the water meters whether we are there or not. I thought that was a disgrace and now feel this rate increase is mind boggling and unnecessary.	PSC	JMR	Letter sent April 22, 2008.
P200800784	Chuck	Gries	Branson	MO	I feel that the requested rate increase of 140% is extremely excessive, and not necessary.	PSC	JMR	Letter sent March 13, 2008.

P200800706	John	Griggs	branson	MO	140 PERCENT INCREASE IS CRAZY FIRST IMPROVE THE QUALITY OF THEIR PRODUCT THEN INCREASE IN SMALLER AMOUNTS. THE QUALITY OF WATER HERE IS THE WORST THAT I HAVE SEEN.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800660	Robert	Halamicek	branson	MO	Dear Sirs: I have just received a notice that Tri-Lakes Utility, Inc. has submitted a request for a 140% increase in charges to customers. This type and excessive amount of proposed rate increase is unacceptable and unnecessary. It is blatant price gouging in its most flagrant form. All businesses experience increases in the cost of doing business (CODB), but I have never seen such a flagrant misuse of public trust. I urge you to refuse this blatant attempt to gouge the customer.	PSC	JMR	Letter sent March 3, 2008.
P200800781	Gene	Hamilton	Branson	MO	The company has told me that if I shut off the water value that is in my apt. and the line to the meter is 30 feet away and breaks it is my responsibility. to pay for the water lost. The meter and shut off are locked and I have not excess. The company has asked for a increase of 140% . I feel they need to do a bond or hook-up new service to pay for a big part of the cost and not be able to dump all the cost of the new service on the old customers.	PSC	JMR	Letter sent March 13, 2008.
P200800785	Gary	Hancock	Yellville	AR	I believe this rate increase to be outrageous. After all the hurricanes in Florida between 2000-2005 Florida Power and Light announced an increase if only 19% to make up for all the damage and work time. What justifies this increase besides greed? Also when I purchased the condo for my retirement home my meter worked fine.	PSC	JMR	Letter sent March 13, 2008.
P200800749	Denise	Hanley	Branson	MO	We think that 140% increase is price gouging!!!! We have no other option for water. Please do not let this happen. Thank you!	PSC	JMR	Letter sent March 5, 2008.
P200800849	Nancy	Hawkins	Branson	MO	(ddw)Customer opposed/ customer feels that amount requested is too much to ask at one time/ co changed meters when it was not needed and customer feels this is mis management/ pressure provide by co is poor/ was told that new well would provide better pressure but no new well has come on line/ customer declined letter.	PSC	DDW	Customer discussed with Consumer Services.

P200800729	Terry	Henderson	Branson	MO	I believe that 140 percent is excessive, when the water company put in the new meters in (why should I pay for there meters) it was going to cut the cost of reading the meters because the water company could read the meters from the truck on the street instead of having to visually read the meters. No cost goes up 140 percent at one time. Why sould I pay for new customers, when that should be in there hookup fees.	PSC	JMR	Letter sent March 4, 2008.
P200800730	Terry	Henderson	Branson	MO	I believe that 140 percent is excessive, when the water company put the new meters in (why should I pay for there meters) it was going to cut the cost of reading the meters because the water company could read the meters from the truck on the street instead of having to visually read the meters. Why sould I pay for new customers, when that should be in there hookup fees. I also had turned off the water in Jan of 2007 and have	PSC	JMR	Letter sent March 4, 2008.
P200800662	Dale	Hicks	Branson	MO	The large majority of reasons for Tri-States Utility, Inc giving for this overwhelming increase should have been planned and looked into way in advance. These did not happen all at once. This is totally bad planning on the part of Tri-States Utilities Inc-water. As a home owner, I can understand a reasonable increase.....NOT 140%....and I am AGAINST this increase ! Reapectiffully Dake Hicks	Both	JMR	Letter sent March 4, 2008.
P200800688	Debra	Hinman	Branson	MO	The suggested increase of 140% is outrageous. With the economy as troubled as it is, to allow that kind of increase in a product that is essential for life should not even be considered. I understand costs are up for the company also but a much more reasonable increase should be considered.	PSC	JMR	Letter sent March 3, 2008.
P200800894	Bruce	Hoag	Branson	MO	Dear Sir or Ms, I am writing to protest against the unjustifiable increase of 140% in the water rates proposed by Tri-States Utility, Inc. I would appreciate it you would use your authority to limit their increase to the rate of inflation, which I believe is somewhere below five percent. Kind regards, Bruce Hoag, PhD	PSC	JMR	Letter sent April 22, 2008.

P200800666	Arthur	Holmberg	Branson	MO	I believe an increase of 140% is outrageous and unwarranted. The RFD meters that were installed were supposed to save them money. We did not ask for these meters non that expense. This type of request is far beyond reasonable thinking, please do not allow this to happen. A cost of living increase would be resonable.	PSC	JMR	Letter sent March 3, 2008.
P200800826	John	Holton	Branson	MO	An increase may be justified, but 140% is inappropriate.	PSC	JMR	Letter sent March 20, 2008.
P200800827	John	Holton	Branson	MO	An increase may be justified, but 140% is inappropriate. QW-2008-0010	PSC	JMR	Letter sent March 20, 2008.
P200800929	Robert	Hostetter	Branson	MO	I feel that Tri-Lakes Utility, Inc. needs to be completely audited and investigated. To ask for a rate hike of this magnitude is ridiculous to say the least. It appears that they have the attitude that "we have you where it hurts". Tri-Lakes put in meters for some unknown reason a year ago, the old ones worked perfectly fine. The reason that was used for this expense was that it would take less time to read meters. Being on a fixed income this rate increase is not open to discussion.	PSC	JMR	Letter sent April 22, 2008.
P200800777	Michael	Howell	Point Lookout	MO	Dear Commissioners, I find this request for a rate INCREASE of 140% because the company is GROWING, to be outrageous, and typical of its high-handed behavior. I wish I had the option of an alternative, non-monopolistic water company more in tune with its customers. Dr. Michael W. Howell	PSC	JMR	Letter sent March 13, 2008.
P200800829	Charles	Hoy	Branson	MO	Tri States Utility should not be allowed to increase rates by the alarming 140%. Totally out of line. Not even a 40% increase should be allowed. They have poor maintenance on their lines, poor water quality, and do not notify owners of violations. Please do not increase our water utility costs associated with Tri States Utility. Thank you	PSC	JMR	Letter sent March 20, 2008.
P200800722	Helen	Ivey	Branson	MO	I am on a fixed income and what the company is asking for is too much. I don't mind them getting a rate increase but, this is ridiculous.	PSC	JMR	Letter sent March 4, 2008.

P200800708	Charles	Jacoby	ozark	MO	THE WATER SHOULD NOT INCREASED BY 140% WE KNOW THAT THAT THEY NEED AN INCREASED IN WATER BUT BY ONLY 5 TO 10%. MORE IN LINE WITH COST OF LEAVING. THANK YOU SUE & CHARLES JACOBY	PSC	JMR	Letter sent March 3, 2008.
P200800830	Darwin	Jespersen	Branson	MO	I feel that a increase in the rate of a 140% is way out of line. I could see a slight increase may be warranted but not that much. Thank you	PSC	JMR	Letter sent March 20, 2008.
P200800840	Don	Jessen	Springfield	MO	I just received notification that Tri-State Utilities will be increasing my water usage rate by almost 2 1/2 times the current rate. Is there some regulation that dis-allows this? I can't believe they should be able to better than double the rate.	PSC	JMR	Letter sent March 20, 2008.
P200800841	Karen	Jessen	Springfield	MO	We just freceived notification that the water rate currently charged by Tri-State Utilities will be more than doubled in the near future. This is RIDICULOUS, is there anything that you can do to keep this from happening?	PSC	JMR	Letter sent March 20, 2008.
P200800842	Karen	Jessen	Springfield	MO	We just freceived notification that the water rate currently charged by Tri-State Utilities will be more than doubled in the near future. This is RIDICULOUS, is there anything that you can do to keep this from happening?	PSC	JMR	Letter sent March 20, 2008.
P200800843	Karen	Jessen	Springfield	MO	We just freceived notification that the water rate currently charged by Tri-State Utilities will be more than doubled in the near future. This is RIDICULOUS, is there anything that you can do to keep this from happening?	PSC	JMR	Letter sent March 20, 2008.
P200800856	Anthony	Jewell	Branson	MO	I am protesting the 140% increase in water rates. How are they able to make such a rediculous increase?	PSC	JMR	Letter sent March 26, 2008.
P200800668	Elroy	Johnson	Branson	MO	The rate increase of 140% which Tri-States is requesting is absolutely ludicrous! Most of the residents in this	PSC	JMR	Letter sent March 3, 2008.

P200800669	Elroy	Johnson	Branson	MO	The rate increase of 140% which Tri-States is requesting is absolutely ludicrous! Most of the residents in this resort (Fall Creek Resort) are retirees either on a pension or Social Security, neither of which affords a comfortable living at today's already high rates. To contemplate an increase of 140% for water is unthinkable!! We are against this and call on this governmental agency to curtail this outrageous proposal.	PSC	JMR	Letter sent March 3, 2008.
P200800683	Joyce	Journagan	Branson	MO	(ddw)Water pressure during summer during peak use is reduced to trickle/ customer often suffers line breaks/ customer believes that no rate increase should be given until Tri state improves its existing service. Customer lives on top of hill.	Both	JS	Staff investigating, follow-up report will be filed later.
P200800880	Elliot and Liz	Kaas	Eau Claire	WI	I cannot believe that any public utility company would have the audacity to ask for a 140% increase to cover expenses that were not requested or needed. Please protect the public and grant a small increase of 20% or less that would defray the increased power costs	PSC	JMR	Letter sent March 26, 2008.
P200800716	Mary	Kerr	Branson	MO	customer is opposed of rate increase, customer on fixed income, husband ill and can not afford more.	PSC	JMR	Letter sent March 4, 2008.
P200800798	Stan	Kerr	Branson	MO	customer is on a fixed income and Co. has had several increases, and what they are asking for is too much.	PSC	JMR	Letter sent March 13, 2008.
P200800780	Brenda	Kleeman	Branson	MO	customer against rate increase; why should the customer absorb the companies expenditures? This should not be passed on to the customers.	PSC	JMR	Letter sent March 13, 2008.
P200800752	Doris	Kravig	Bolivar	MO	I can understand that an increase may be necessary, but a 140% increase is outrageous. I could support an increase of 25%, perhaps even 50%, but their request seems way out of line.	PSC	JMR	Letter sent March 5, 2008.
P200800782	Pauline	Krueger	Branson	MO	I am against the rate increase, I could see a small increase but not as much as the company is asking for.	Both	JMR	Letter sent March 13, 2008.

P200800687	Eddie	Lane	Branson	MO	I would like to comment on the proposed rate increase. 140% seems out of line. This is our only water supply so they sort of have us where they want us. We have had problems for the past year of our water being shut off during the night. This is when the water softner is working. A few times it shut off in the middle of the water softner rinse cycle and we woke up to salt water plus salt water ice cubes. They shut a pump down on a timer to keep pressure low at bottom of hill!	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800720	Michael	Lucykow	Branson	MO	(ddw)Customer opposed, feels that amount requested is way too much for just one increase/ customer is on a fixed income.	PSC	DDW	Consumer services discussed with the customer.
P200800766	Mayme	Lunsford	Branson	MO	(ddw)Customer opposed/ customer cannot afford increase since her salary has not increased and taxes have also gone up/ customer is a single person just trying to make it and does not need this. Customer declined letter but took number of comment.	Both	DDW	Customer discussed with Consumer Services.
P200800823	James	Marcum	Branson	MO	A 140% INCREASE IS OUT OF LINE. WE HAVE LIVED HERE 8 YEARS & HAVE ONLY WENT OVER THE MIN. USUAGE 10 TIMES. THANK YOU, JIM MARCUM	PSC	JMR	Letter sent March 20, 2008.
P200800790	Daphane	Marshall	Branson	MO	(Pam) Opposes rate increase.	Both	PC	Customer discussed with Consumer Services.
P200800792	Daphane	Marshall	Branson	MO	(Pam) Opposes rate increase.	Both	PC	Customer discussed with Consumer Services.
P200800787	Don	Maurer	Branson	MO	Company is requesting a 140% increase in rates for water usage. As a 76 yr old single person, living on a fixed income, I respectfully protest this greedy attempt to gouge their customers for alleged "improvements". My perfectly good water meter was replaced in 2007 with one with a lock. Thus, I must leave my water on, and my property sufficiently heated so as to avoid frozen pipes, should I leave for an extended period of time-which I do in Januarys.	PSC	JMR	Letter sent March 13, 2008.

P200800788	Don	Maurer	Branson	MO	Company is requesting a 140% increase in rates for water usage. As a 76 yr old single person, living on a fixed income, I respectfully protest this greedy attempt to gouge their customers for alleged "improvements". My perfectly good water meter was replaced in 2007 with one with a lock. Thus, I must leave my water on, and my property sufficiently heated so as to avoid frozen pipes, should I leave for an extended period of time-which I do in Januarys.	PSC	JMR	Letter sent March 13, 2008.
P200800874	Duane	McCammon	Branson	MO	I encourage your commission to include a public hearing as part of your review of the rate increase request submitted by Tri-States Utility, Inc. The amount of the increase borders on the obscene and in my opinion calls into question the credibility and competency of Tri-States management.	PSC	JMR	Letter sent March 26, 2008.
P200800756	Donna	McIntire	Branson	MO	I oppose this 140% increase as it is too high to be reasonable. It will cause us to give up this residence which we have to supplement SS by working part time in the tourist industry. The reason for the increase as "increases in the number...of customers" isn't valid as that would cause increased revenue in itself. An	PSC	JMR	Letter sent March 5, 2008.
P200800711	Gary	Merrill	Branson	MO	We have been advised that the above utility company wishes to increase our rates by 140%. This is outrageous. I am on disability and in 2007 and 2008 I only received a 2% raise. Taxes in this county went up 70% - food is outrageous in the grocery stores, and gas continues to climb daily. How are we to live if every time you turn around some company is raising their rates. But 140% is way out of line. If the government allows these companies to raise their rates, then raise our disability.	PSC	JMR	Letter sent March 3, 2008.
P200800824	Neva	Milliron	Branson	MO	We feel the 140% increase in our water bills is exorbitant! To say the least! We did not ASK for new water meters to be installed, and we don't believe Tri States Utility has made this many improvements, or has costs that high to justify a 140% raise. Maybe a 10% raise at most.	PSC	JMR	Letter sent March 20, 2008.

P200800694	Florence	Murray	Branson	MO	This is a terrible outrage that the water company wants to increse our rates by 140%.I have never heard of such a thing. I know things have to increase but why 140%, our wages don`t increase by 140%. Lets get real.Everyone is furious in Pointe Royale about this. It can`t pass.	PSC	JMR	Letter sent March 3, 2008.
P200800838	Gail	Myer	Branson	MO	see attached	PSC	JMR	Letter sent April 22, 2008.
P200800715	Glenn	Myers	Branson	MO	(ddw)Customer opposed/ customer feels disenfrachised by her utilites and has had other increases on taxes and utilities that customer has just had endure/ increase asked for is too high.	Both	DDW	Consumer services discussed with the customer.
P200800742	James	Newsom	Galena	MO	I understand the need for an increase in many services, but find that a 140% increase is rather large. Many of the things mentioned should have been anticipated, not left to build up until all had to be replaced at once. I know of	PSC	JMR	Letter sent March 4, 2008.
P200800821	Wanda	Nicol	Branson	MO	Rate increase of 140% certaining poses a hardship on the elderly	PSC	JMR	Letter sent March 20, 2008.
P200800813	Alice	Nystrom	Branson	MO	(ddw)Customer opposed/ customer disagrees with premise of existing customers footing bill for new infrastructure that in today`s market could stand empty/ customer also disagrees with amount requested/ declined letter but accepted comment number/	PSC	DDW	Consumer services discussed with the customer.
P200800718	Janet	Oller	Branson	MO	Requesting a 140% pushes the limit of ridiculous. They should have been prudent in raising water rates annually over the course of many years. The implentation of the RFD meters should have decreased operating expenses in that automation, while initial set up may be expensive, the cost savings will be realized. No public providing entity should be allowed to even request rate hikes as substantial as 140%. Makes me question their own bookkeeping measures.	PSC	JMR	Letter sent March 4, 2008.

P200800712	Douglas	Orle	Branson	MO	see attached compliant	PSC	JMR	Letter sent March 4, 2008.
P200800881	Rouge	Owings	Branson	MO	(ddw)Customer opposed/ too much to ask for at one time/ would support a smaller, more reasonable increase/ customer is on fixed income and this would present a hardship/ customer sent letter	PSC	DDW	Customer discussed with Consumer Services.
P200800754	Sara	Pace	Fredericksburg	TX	We are condo owners who visit Branson periodically. The rate increase of over 140% (\$6.60 to \$15.84) for minimum use is dramatic for us who visit our condo no more than 2-3 weeks a year. (We do not rent our condo to others.) I understand a need for rates to increase, but this seems extremely out of line. Thank you!	PSC	JMR	Letter sent March 5, 2008.
P200800761	Richard	Patterson	Joplin	MO	As a property owner at Pointe Royale in Branson I object to the 140% proposed rate increase. Fixed income people do not get this kind of increase. Have the bank increase CD rates and the gov increase my social security by 140% then no problem.Phase in the the new rates over a period of years.	PSC	JMR	Letter sent March 5, 2008.
P200800919	Ewald	Peper	Branson	MO	While we understand upgrades and the cost of installing new systems is expensive and the cost of this needs to be paid by those using it, we feel that an increase of 140 % is just outrageous. We could understand a 50 % increase but an increase of this size is totally unreasonable.	PSC	JMR	Letter sent April 22, 2008.
P200800811	Glenn	Phillips	Branson	MO	against the rate increase, I am on a fixed income, do not give them the increase.	PSC	JMR	Letter sent March 20, 2008.
P200800663	Hope	Pluff	Branson	MO	this is too big of a rate increase at once why nnot make it in a three year program	PSC	JMR	Letter sent March 4, 2008.
P200800664	Hope	Pluff	Branson	MO	this is too big of a rate increase at once why nnot make it in a three year program	PSC	JMR	Letter sent March 4, 2008.
P200800870	David	Porter	Branson	MO	customer very much against the 140% that Co. is asking for; if they asked for 50% that would be much better.	PSC	JMR	Letter sent March 26, 2008.

P200800772	Dean	Porter	Branson	MO	I am very much AGAINST the request for the rate increase by Tri-States Utility. It is ridiculous to have an increase of 140%!!!!!! We moved here a year and a half ago, knowing how much the various costs would be. 140% is NOT in our budget! Please reconsider this huge, unexpected, UNFAIR increase!! Thank you!	PSC	JMR	Letter sent March 13, 2008.
P200800736	Taffany	Potter	Branson	MO	My husband and I are against the rate increase; the only reason the Co. is wanting that much of an increase is because of the new meters they put on; Company just can take them off and put in the old we were happy with the old ones.	Both	JMR	Letter sent March 4, 2008.
P200800686	Brian	Powell	Branson	MO	Although I understand the request for an increase, it seems that and increase of 140% is and extreme measure though. This may be due in part to updating their equipment and covering the costs for power consumption, however the points that the increase is needed due to more customers seems invalid as that would increase their revenues. And with the new equipment that was implemented, wouldn't that reduce the cost of maintenance?	PSC	JMR	Letter sent March 3, 2008.
P200800895	John	Powell	Table Rock Acres	MO	(ddw)Customer opposed/ customer against company extracting money out of existing customers to put service in Condo`s/ customer afraid of water quality/	PSC	DDW	Customer discussed with Consumer Services.
P200800911	Pointe Royale	Property Owners Assoc	Branson	MO	Please consider this a formal request for an audit, investigation and public hearing on the above rate action. Pointe Royale Property Owners Association represents a group of 950 home owners that are customers of the Tri State Utility company, purveyors of hard water in our area. While they have increased cash needs, we feel our service and their product do not deserve an increase, let alone 140%. Thank you. Jerome Venteicher, Secretary	PSC	JMR	replied via e-mail March 27, 2008.

P200800909	Pointe Royale	Property Owners Association	Branson	MO	On behalf of the 650 condo owners in the Pointe Royale community, we ask that you conduct an investigation, an audit and a public hearing regarding the incredible proposal from Tri State Utility. To propose an increase of 140% is not only poor business, it also shows that the management of the company is apparently out of touch with their business needs. How could their costs grow so rapidly and not be addressed in a timely manner? Thank you. Jerome Venteicher, Secretary	PSC	JMR	replied via e-mail March 27, 2008.
P200800709	Julie	Ralfs	Branson	MO	The water through Tri State Utilities has substances in it that have caused us to replace a hot water heater within 3 years, water filters, it has etched into our commodes, stains our shower glass and dishes. This water has caused additional expense for us. I personally asked if there was some way to put a filter on the water to help and was told they don't have to do that. So we are the ones who not only for the service but the replacement as well. Please don't allow this increase.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800710	Julie	Ralfs	Branson	MO	The water through Tri State Utilities has substances in it that have caused us to replace a hot water heater within 3 years, water filters, it has etched into our commodes, stains our shower glass and dishes. This water has caused additional expense for us. I personally asked if there was some way to put a filter on the water to help and was told they don't have to do that. So we are the ones who not only for the service but the replacement as well. Please don't allow this increase.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800794	Deidre	Rambo	Branson	MO	As material and labor costs have not increased by 140% (actually doubling the cost plus an additional 40%), how can this increase be justified. In addition, the Summer rate shows this increase of 140%, but the winter rate actually shows an increase of 544%. I do not believe that our quality of service has increased by 544%, so I feel this is usary to try and increase the rates by this amount.	PSC	JMR	Letter sent March 13, 2008.

P200800795	Deidre	Rambo	Branson	MO	Does the financial situation of the owner's other business interests or the business interests of family members come into consideration for the justification of these extreme rate increases? Will the examination by the commission go beyond just the books of the water company to a complete investigation of the financial issues of the directors of the corporation?	PSC	JMR	Letter sent March 13, 2008.
P200800762	George	Rayhons	Corpus Christi	TX	Tri-States Utility is proposing a 140% ncrease. This	PSC	JMR	Letter sent March 5, 2008.
P200800719	Donald	Raymond	Branson	MO	140% IS NO ACCEPTABLE. THEY PUT IN RFD METERS AND WE WERE TOLD THAT WOULD REDUCE THE COMPANY COST. THE WATER PRESSURE IS NOT REGULATED! WE HAD A WATER LINE BREAK AND THEY SHUT MY WATER OFF ON FRI AND WOULD NOT TURN IT ON UNTIL TUE. MY HUSBAND HAS STAGE 4 CANCER. I AM GOING TO MAKE A COMPLAINT TO THE FEDERAL GOVERMENT.IT TAKES 2 MEN TO READ YOUR METER WHAT AN EXPENSE, CUT THAT AREA TO ONE PERSON. THANK YOU MARY AND DON	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800820	Paul	Riazantsev	Branson	MO	(ddw)Customer opposed/ customer feels a much more gradual increase over time would be less ridiculous than a one time jump of 140%/	PSC	DDW	Customer discussed with Consumer Services.
P200800747	Stanley	Richards	Branson	MO	(ddw)Customer opposed/ Price is already adequate for service he receives and equipment use.	PSC	DDW	Customer discussed with Consumer Services.
P200800861	Barry	Richmond	Branson	MO	Tri-state serves a large number of partial year use condominium onwers like myself. A base rate increase such as this serves to provide Tri-state a huge capital appreciation for no additional service - great gig if you can get it. The minimum charge should stay as it currently is and if any increases approved should be based on usage only, above 2000 gallons. To approve this rate increase or even 1/10th of it would be irresponsible by any utilities board. Thank you for your consideration.	PSC	JMR	Letter sent March 26, 2008.
P200800680	Shawn	Ridley	Branson	MO	distressing, sounds like bad business management, is the Branson Landing using Tri-State water? If so they need to pay the increase since something caused this abused increase 140%? And if not something is very wrong. Please find it and report back to the customers. Thank you	PSC	JMR	Letter sent March 3, 2008.

P200800801	Belkis	Rivero	Branson	MO	140% rate hike plus an increase in other service fees is ridiculous. An increase of 14% or 19% would be understood in today's economy. This increase would drive rents up while the City of Branson faces a shortage of low income housing and an alarming shortage of lower wage employees. 140% increase will only agravate the cities situation. If Tri States can not handle, allow the city to take over this water utility area. This increase will bring hardship to the city, businesses and the people.	PSC	JMR	Letter sent March 13, 2008.
P200800799	Ruben	Rivero	Branson	MO	Tri-States Utilities is proposing a 140% rate increase. This is a slap on the face for all of us. We do not even have the option of switching over to the city's water system which is already more cost effective. This leaves us no choice but to pay whatever this company wants. This is a MONOPOLY. The citizens rights should be protected. We trust that the Public Water Commission will look after the welfare of the citizens and turn down this outrages request. Some increase is foreseeable, but not	PSC	JMR	Letter sent March 13, 2008.
P200800928	Jane	Rougeau	Branson	MO	(ddw)Customer opposed/ would support a much smaller increase/ all prices are going up and request should be more gradual/	PSC	DDW	Customer discussed with Consumer Services.
P200800735	Gary	Scheer	Branson	MO	A 140% rate increase is outrageous in a community of retired citizens on fixed incomes when we only received a 2.3% social security increase this year. Also, our electricity is increasing along with the 70%R.E. taxes increase and the cost of gasoline. What is a person going to do-- shut off the water meter and catch rainwater? Please be reasonable.	PSC	JMR	Letter sent March 4, 2008.
P200800659	Nancy	Schwiedergoll	Branson	MO	We do not favor an increase by 140% it is totaly incomprehensible for that kind of an increase .The service has been out almost on a once a month basis untill the public service in Jefferson city got involved. Branson's water and sewer rate is only \$ 4.89 per 2000 gallons with added charge of a \$1.80 per 1000 gallons. with less water problems. Most of the community wanted to become part of Bransons system . Branson only had a 20% increase in Oct. 2007 .Why should Tri State get get 140 %	PSC	JS	Staff investigating, follow-up report will be filed later.

P200800679	George	Shivers	Branson	MO	This is ridiculous. I might agree to a reasonable increase but certainly not 140%. The system is not maintained properly and as a result we were without water a total of 5 days last year. When you are running a business this is critical. They have lines that rupture because proper maintenace and upkeep have not been done through the years. Consumer should not have to pay for poor mgt.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800879	John	Shover	Barry	IL	I OWN A CONDO AT POINTE ROYALE AND FEEL THAT 140% INCREASE IN WATER RATES IS EXCESSIVE AND CERTAINLY WILL LEAD TO FILTERING UP OF OTHER COSTS WHICH COULD DETER PEOPLE FROM VISITING BRANSON. THANK YOU- JOHN SHOVER	PSC	JMR	Letter sent March 26, 2008.
P200800783	Peggy	Sides	Branson	MO	(ddw)Customer opposed/ Feels that 140% is ridiculous amount to ask for at one time/ would not support any increase/ feels that bills have already gone up enough. Customer declined letter and thanked us for taking her comment.	Both	DDW	Customer discussed with Consumer Services.
P200800737	Jack	Simonsen	Branson	MO	company just put in new meters and this is probably why the increase; the Co. at one time had a chance to go over to the City; but they didn't they should have; this is a monopoly. People are on fixed incomes how are they expected to pay the bill.	Both	JMR	Letter sent March 4, 2008.
P200800704	Charles	Smith	Branson	MO	THE REQUESTED INCREASE OF 140% SEEMS TO BE MUCH LARGER THAN A SINGLE INCREASE SHOULD BE. MOST BUSINESSES REQUEST INCREASES IN INCREMENTS TO COVER INCREASES IN BUSINESS COSTS AS THEY OCCUR OVER TIME. PLEASE CLOSELY REVIEW THIS REQUEST TO SEE IF A RATE INCREASE OF THIS SIZE IS JUSTIFIED. THANK YOU.	PSC	JMR	Letter sent March 3, 2008.
P200800684	Jackie	Smith	Branson	MO	First off, a 140% rate increase in this time of recession is ludicrous. I don't object to a reasonable increase due to added expenses, however, I would like the commission to check into Tri-States past preformance. I have personally experienced problems with their service and I know of other instances where Tri-State has been at fault and they always place the blame elsewhere. They need to be more responsible to their customers. They should live up to being a "public service company"!	PSC	JS	Staff investigating, follow-up report will be filed later.

P200800685	Jackie	Smith	Branson	MO	First off, a 140% rate increase in this time of recession is ludicrous. I don't object to a reasonable increase due to added expenses, however, I would like the commission to check into Tri-States past performance. I have personally experienced problems with their service and I know of other instances where Tri-State has been at fault and they always place the blame elsewhere. They need to be more responsible to their customers. They should live up to being a "public service company"!	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800776	Jackie	Smith	Branson	MO	Some type of raise may be justified, but not 149%! Please check into Tri-State's record for handling disputes. It seems to me that they could care less about their customers, the public consumer----I have personal experience in a dispute and it was their way or no way. They are a public service company aren't they? They need to live up to that title.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800818	Linda	Smith	Branson	MO	The increase should be limited to maintaining the current \$3.58 May - Oct. for the entire year and no further increase should be allowed. The company sites the installation of New RFD meters that no longer require someone to read each meter. This new practice should save the company labor. More customers should result in additional revenue. As to the other increases sited the year round same rate should cover it.	PSC	JMR	Letter sent March 20, 2008.
P200800760	Louise	Smith	Branson	MO	(ddw)Customer opposed to this level of increase but would favor a much smaller percentage increase/ customer feels that increase in bill should not equal more than cost of living increase in Social Security/ customer also told that neighboring water system is much cheaper. Thanked customer and advised no letter sent if not requested. customer declined letter.	Both	DDW	Customer discussed with Consumer Services.
P200800964	Mike	Staggs	Branson	MO	One Hundred Forty percent? I would guess they would be thrilled with a 70% increase and they could comfortably work with a 35% increase. My income has "risen" with 3% annual increases over the past 10 years. As I have no choice in selecting who will provide my water service/delivery, please audit this carefully. Thank you.	PSC	JMR	Letter sent April 22, 2008.
P200800839	Robert	Starnes	Branson	MO	We object to the revenue increase request QW-2008-	PSC	JMR	Letter sent March 20, 2008.

P200800871	Loren	Stauff	Cleveland	MN	increased rate of 140% is excessive, and price gouging to all users of services. Would like to see the commission to reject the price increase at this time. economy is slowing and raising rates would only serve to slow the economy even more. please reject the requested increase.	PSC	JMR	Letter sent March 26, 2008.
P200800757	Cynthia	Stewart	Branson	MO	140% is too much for the Co. to be asking for; if they asked for a small amount over several years it would be better, but, for them wanting this big lump sum is too much. There is a lot of poor people in this area.	PSC	JMR	Letter sent March 5, 2008.
P200800667	Joanie	Stratton	branson	MO	I think it would be ok to raise the rates 10 to 20% but 140% is ridiculous I can not afford to pay more than double what I pay now. I think if they are going to raise rates it should be done in a reasonable fashion. Also not only do I pay this company for water I also have to pay the city for sewer. when I was under just the city of branson water and sewer it was one bill and only half of what I pay now. They have no reason to raise the rates at all at least they have no provided any reason to	PSC	JMR	Letter sent March 3, 2008.
P200800705	David	Sullivan	Tampa	FL	This rate increase should not be allowed. There are many, many condos in Branson with out of state owners who use little or no water. I know I use less than 2000 gallons a year and have no complaints about paying my present fee of \$11/mo but to increase it by 140% is crazy. The payment I make is pure profit for the company and I am sure there are many more owners that are in the same situation. High water users should pay more while the low water users should pay less.	PSC	JMR	Letter sent March 3, 2008.
P200800803	Denny	Sullivan	Branson	MO	My wife and I are trying to retire but do to increase cost of living, real estate taxes up over 20%, cost of gasoline plus many other cost increases including a possible 140% increase in water we both are still working. My meter was working fine and I never had a problem with my water. They did this work and then ask us to pay for it. Please vote NO TO THIS INSANE REQUEST. Thank you.	PSC	JMR	Letter sent March 13, 2008.

P200800804	Denny	Sullivan	Branson	MO	My wife and i are trying to retire but do to increase coat of living, real estate taxes up over 20%, cost of gasoline plus many other cost increases including a posible 140% in crease in water we both are still working. My meter was working fine and i never had a problem with my water. They did this work and then ask use to pay for it. Please vote NO TO THIS INSANE REQUEST. Thank you.	PSC	JMR	Letter sent March 13, 2008.
P200800743	Joe	Sweeney	Branson	MO	We have received a letter from the Tri-States Utility notifying us that they want to raise our water bill by 140%. I realize that everything seems to cost more but we feel this is way above a rational hike of utility rates. It seems a bit "over the top". Please consider carefully this request. Thank you, Joe Sweeney	PSC	JMR	Letter sent March 4, 2008.
P200800725	Rufus	Taylor	Branson	MO	(ddw)Customer opposed/ customer does not want to pay for a company that is not effective at running their business and feels that this increase is way too much to ask for at one time/ service provided is not good enough to warrant any increase. Thanked customer for commenting and advised no letter would be sent.	PSC	DDW	Customer discussed with Consumer Services.
P200800745	Jim	Thames	Branson	MO	Against rate increase customer is on a fixed income; Company wants increase because the owner put in new meters; he could of just left old meters in; there was nothing wrong with them.	Both	JMR	Letter sent March 5, 2008.
P200800322	Doris	Thatcher	Branson	MO	service is back on; customer said that they have problems with company constantly; happened 3 times this month.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800837	Mary	Thompson	Branson	MO	see attached	PSC	JMR	Letter sent April 22, 2008.
P200800732	Larry	Thornhill	Branson	MO	(ddw)Customer neither for or against/ customer understands rising costs, but feels that 140% is excessive and needs to be scaled down.	Both	DDW	Customer discussed with Consumer Services.
P200800691	Maria	Tisdalle	Branson	MO	(ddw)Customer says this is a crazy rate hike request/ customer feels that she should not have to pay all year for the seasonal customers that are only on site duriing tourist season/ customer on fixed income.	PSC	JMR	Letter sent March 3, 2008.
P200800770	Wesley	Towne	Branson	MO	I know the cost of everything is increasing but to those of	PSC	JMR	Letter sent March 13, 2008.

P200800771	Wesley	Towne	Branson	MO	I know the cost of everything is increasing but to those of us who are retired and living on fixed incomes a raise of 140% on water seems to be unrealistic and will place another financial hardship on many others beside me. Please give a lot of thought to this issue as we also face rising costs of food, health insurance, heating and a/c, medications.the cost of fuel for our cars and by the way remember social security only gives us a small raise of about 4% to cover the cost of living expense.	PSC	JMR	Letter sent March 13, 2008.
P200800863	Connie	Van Damme	Branson	MO	I do not agree with the rate increase.	PSC	JMR	Letter sent March 26, 2008.
P200800864	Kirk	Van Damme	Branson	MO	I do not agree with the rate increase request---I checked the water rates in the City of Branson, and they are lower than what we are now paying. I believe the requested rate increase is unreasonable.	PSC	JMR	Letter sent March 26, 2008.
P200800905	Jerome	Venteicher	Branson	MO	As an owner of 10 condos in the Pointe Royale community, I find this rate increase totally out of line and unreasonable. Please hole a public hearing, do an investigation and run some tests on our water?	PSC	JMR	Letter sent April 22, 2008.
P200800906	Jerome	Venteicher	Branson	MO	As an owner of 10 condos in the Pointe Royale community, I find this rate increase totally out of line and unreasonable. Please hole a public hearing, do an investigation and run some tests on our water?	PSC	JMR	Letter sent April 22, 2008.
P200800907	Jerome	Venteicher	Branson	MO	As an owner of 10 condos in the Pointe Royale community, I find this rate increase totally out of line and unreasonable. Please hole a public hearing, do an investigation and run some tests on our water?	PSC	JMR	Letter sent April 22, 2008.
P200800869	Pam	Walker	Branson	MO	customer against rate increase; that is too much what company is asking for.	PSC	JMR	Letter sent March 26, 2008.
P200800689	Carla	Waller	Branson	MO	Do not think an increase is needed! Never have I paid what the proposed increase amount for water! Just moved here from San Diego and the proposed rate increase is ridiculous!	PSC	JMR	Letter sent March 4, 2008.

P200800655	Jeff	Walster	Branson	MO	Please do not allow this monopoly to continue. When we were annexed into the city, we were promised city rates and water. We still have tri-states and pay higher rates than every other citizen in this city. Now they want more. If they cannot make this a profitable business, they can sell it to the city of Branson. We currently have been paying to different rates summer and winter. Our summer rates are 200% higher than our winter rates. I wish I could set rates without recourse to anyone	Both	JMR	Letter sent March 3, 2008.
P200800853	Bruce	Wanger	Branson	MO	The utilities are not the only ones having increases in expenses. As a senior citizen, I have increases too but I cannot request a raise every time my expenses increase. 140% increase is ridiculous and I for one cannot comprehend such a frivolous request from a utility Co. 10% would seem reasonable to me. I am appealing to your sense of fairness in this matter.	PSC	JMR	Letter sent March 26, 2008.
P200800696	Carl	Ward	Branson	MO	140% is excessive. The RFD meters were for whose convenience. It would be nice to have water pressure after 11:59 p.m. This increase improve the quality of the water. Right now water has a odor and when you boil the water you get a thick clear paste that comes to the top. There is a need for improvement for Tri-States Utility, Inc but at whose cost the customer or the company's. This company been here long time so pipes are old and small when they brake the company patches not improve.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800758	Richard	Watson	Branson	MO	Water like other utilities have to increase costs but 140% is usury and pure robbery. To tell the customer it will cost \$112 per month to have drinking and irrigation available even if not 1 gallon is consumed seems totally like a monopoly. Locking RFD meters so you are unable to shut off your water if a problem happens should give them FREE revenue also	PSC	JMR	Letter sent March 5, 2008.

P200800822	Mary	Wegmann	Branson	MO	Our water company is asking for a 140% increase in our water bill. Our bill would then go from around \$18 to \$25 per month to around \$60 per month which is a sum that I could not afford. Living mostly on Social Security I too would like an increase of 140% on my SS but it is not going to happen. I find even a 70% per cent increase to be excessive. Our expenses too keep going up and up. If an increase is granted please make it an affordable and fair amount.....not 70 or 140%. Thank you.	PSC	JMR	Letter sent March 20, 2008.
P200800786	Muza	Weisz	Branson	MO	I protest against 147% increase; I am a senior citizen on a fixed income	PSC	JMR	Letter sent March 13, 2008.
P200800707	Mark	Wilcher	Branson	MO	My wife&myself own a condo in Branson,MO. Our water use rarely exceeds the 1000 gal. monthly min. Now we are going to get charged more than double for min. use. Very unfair to the thousands or condo owners who support the local economy every time we come to	PSC	JMR	Letter sent March 3, 2008.
P200800765	Carol	Wilcox	Branson	MO	(ddw)Customer opposed/ Customer is elderly and rising costs every where in the economy are already causing hardship/ customers income does not go up every time they request it like a utility/	PSC	JMR	Letter sent March 6, 2008.
P200800773	Iris	Wilson	Branson	MO	This is an exhorbitant increase and a little after-the-fact. We were not told of any increase when they put in new meters. We had no trouble with old meters but a lot of trouble with new meter. Please do not approve this increase.	PSC	JMR	Letter sent March 13, 2008.
P200800774	Iris	Wilson	Branson	MO	This is an exhorbitant increase and a little after-the-fact. We were not told of any increase when they put in new meters. We had no trouble with old meters but a lot of trouble with new meter. Please do not approve this increase.	PSC	JMR	Letter sent March 13, 2008.
P200800775	Phillip	Wilson	Branson	MO	It is very upsetting to me that you wish to increase our water charges 140%. As senior citizens on a fixed income, this is unreasonable. Please do not cover Tri-States mistakes of replacing already functioning meters so they can read without getting out of the car. Thanks.	PSC	JMR	Letter sent March 13, 2008.

P200800724	Philip	Winn	Branson	MO	This proposed 140% increase in water charges is excessively high. From what I have learned about charges in nearby communities, our present rate is pretty much in line. This has the appearance of the "gouge the tourist mentality" which also gouges the locals. I'm very much opposed to this increase.	PSC	JMR	Letter sent March 4, 2008.
P200800851	Lanephil	Witham	Branson	MO	attn; water/sewer dept. my wife and i are very sad and mad that you would even consider an 140% increase in our water rates. we already pay a fair amount for our water. this company wants to continue to rip us off as customers and this is just another way of doing that. they charge \$25.00 each time for hookups or disconnect,that should not increase! this company has approached by the city of branson to sale their company, to which they asked an astronomical amount to which the city has stopped	PSC	JMR	Letter sent March 26, 2008.
P200800852	Phil	Witham	Branson	MO	could not make an attachments. please, please, please do not allow this company this increase. 25% would be fair, more than fair. this company wants only to make money at the expense of its customers. they already knew that to provide water for people it costs money, but what they are asking for is an outrage. please disallow their request. also please look into their past and see how much they have gouged us since their inception. this company is a rip off artist. do not allow this to go forwa	PSC	JMR	Letter sent March 26, 2008.
P200800746	Susan	Yeager	Branson	MO	(ddw)Customer opposed/ customer thinks water quality is poor and service from company is terrible/ customer feels obligated to buy water in bottles/ customer feels that 140% is way too much to ask for. Also opposes the new AMR on meters and this has made it hard for people to shut off their own water when absent from premises.	PSC	JS	Staff investigating, follow-up report will be filed later.
P200800738	Barbara	Youngblood	Branson	MO	A rate increase of 140% is rather high...I know that the utility company hasn't taken a raise but all at once 140% seems to be extravagant...with the economy sagging and raging prices from gas to milk; it is unrealistic at 140% increase.	PSC	JMR	Letter sent April 22, 2008.

P200800815	Benjamin	Zoellner	Winter Haven	FL	MY WIFE AND I BELIEVE THAT THIS RATE INCREASE IS EXCESSLY WE THINK THAT THE WATER CO. SHOULD HAVE BEEN PUTTING MONEY BACAK OVER THE YEARS TO TAKE CARRY OF REPLACEMENTS AND UPDATES TO THE WATER SYSTEM. THEY SHOULD NOT EXPECT THE USERS TO PAY FOR THIS ALL AT ONE TIME. WE USE OUR CONDO ONLY ONE OR TWO WEEKS A YEAR THEREFORE WE THINK THIS IS A REALY BIG INCREASE. BEN AND KATHY ZOELLNER OUR PROPERTY IS IN BRASON AT 240 WIMBLETON # 2 POINT ROYAL	PSC	JMR	Letter sent March 20, 2008.
E-mail	Pat	Adams	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Fax	Lee R. & Beverly A.	Allen	Branson	MO	See attached.	Both	JMR	Letter sent March 3, 2008.
Letter	Stanley R.	Anderson	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Telephone	BJ	Banville	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Betty	Bartelsmeyer	Aurora	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
E-mail	Linda	Benville	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 25, 2008.
Letter	Wallace D.	Booker	Branson	MO	See attached.	Both	JS	Staff investigating, follow-up report will be filed later.
E-mail	Jennifer & James	Bridges	Branson	MO	See attached.	Both	JMR	replied via e-mail March 17, 2008.
E-mail	Nancy	Bryan-Slocum	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 6, 2008.
Letter	Virginia & Earl	Carter	Branson	MO	See attached.	PSC	JMR	Letter sent March 4, 2008.
Letter		Christian	Branson	MO	See attached.	PSC	JMR	Letter sent March 6, 2008.
Letter	Justin & Tricia	Clark	Branson	MO	See attached.	PSC	JMR	Letter sent March 10, 2008.
Telephone	Caroline	Cochran	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Telephone	Tracy	Day	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Philip	Delgrosso	Springfield	MO	See attached.	PSC	JMR	Letter sent March 4, 2008.
E-mail	Dan	Dobson			See attached.	PSC	JMR	replied via e-mail March 6, 2008.
E-mail	Robert & Judy	Eskew	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 27, 2008.
E-mail	Rusty	Forbes	Branson	MO	See attached.	Both	JMR	Replied via e-mail February, 28, 2008.
Letter	Patty	Gardner	Windsor	MO	See attached.	PSC	JMR	Letter sent March 4, 2008.
Telephone	George	Geisser	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Joyce	Gibson	Monticello	AR	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Telephone	Opal	Gordon	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
E-mail	John & Karen	Graber			See attached.	Both	JMR	replied via e-mail March 6, 2008.

Letter	J. R.	Grenier	Branson	MO	See attached.	PSC	JS	Staff investigating, follow-up report will be filed later.
E-mail	Rev Trish	Hall	McLean	VA	See attached.	Both	JMR	replied via e-mail March 13, 2008.
E-mail	Bernard L.	Harris			See attached.	PSC	JMR	replied via e-mail March 4, 2008.
E-mail	Velma	Hart	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 17, 2008.
E-mail	Darla	Hicks	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	K. O.	Higgs			See attached.	PSC	JMR	Letter sent March 6, 2008.
E-mail	Arlin Dean	Houck	Branson	MO	See attached.	Both	JMR	Replied via e-mail February, 28,
Letter	David & Dorothy	Hoy	Branson	MO	See attached.	PSC	JMR	Letter sent March 10, 2008.
Letter	Shirley	Hughes	Branson	MO	See attached.	PSC	JMR	Letter sent March 26, 2008.
Fax	Richard & Debra	Ivey	Branson	MO	See attached.	Both	JS	Staff investigating, follow-up report will be filed later.
E-mail	Florence	Jaenke			See attached.	Both	JMR	replied via e-mail March 6, 2008.
Fax	Sandi & Jimmy	Jones	Branson	MO	See attached.	PSC	JMR	Letter sent March 5, 2008.
E-mail	Sandra	Jones		MO	See attached.	PSC	JMR	replied via e-mail March 6, 2008.
Telephone	Carol	Koppel	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
E-mail	Nancy	Lane	Branson	MO	See attached.	PSC	JS	Staff investigating, follow-up report will be filed later.
E-mail	Jay	Lang	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 17, 2008.
Telephone	Joe	LaQuinto	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
E-mail	Casey	Lawson			See attached.	Both	JMR	replied via e-mail March 13, 2008.
Letter	Charles	Lawver	Branson	MO	See attached.	PSC	JS	Staff investigating, follow-up report will be filed later.
Telephone	Kristine	Loft	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
E-mail	Darrell	Lundberg	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 4, 2008.
Letter	Darrell	Lundberg	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 4, 2008.
Letter	David	Lundberg	Branson	MO	See attached.	PSC	JMR	Letter sent March 26, 2008.
Letter	Rex	Malson	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Telephone	Roger & Peggy	Mans	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Carol	McChesney	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
E-mail	Bessy	Miller	Branson	MO	See attached.	Both	JMR	replied via e-mail March 6, 2008.
Letter	Reuben	Milton	Wolfe City	TX	See attached.	PSC	JMR	Letter sent March 26, 2008.
E-mail	Leland & Carol	Mohesky	Washington	MO	See attached.	Both	JMR	replied via e-mail March 10, 2008.
Telephone	Jay	Mowry	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Telephone	Virgie	Neal	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.

Telephone	Ralph	Newell	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Jan	Parent			See attached.	PSC	JMR	Letter sent March 6, 2008.
Letter	Stan	Patterson			See attached.	PSC	JMR	Letter sent March 6, 2008.
E-mail	Ewaki	Peper	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 27, 2008.
Letter	Mary	Pichotte	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Telephone	Richard	Plum	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Telephone	Betty	Prince	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
E-mail	Pointe Royale	Property Owners Assoc	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 27, 2008.
E-mail	Julie	Rahlf	Branson	MO	See attached.	Both	JS	Staff investigating, follow-up report will be filed later.
E-mail	George A.	Rayhons	Corpus Christi	TX	See attached.	Both	JMR	replied via e-mail March 6, 2008.
Fax	Donald H.	Reimer	Spring	TX	See attached.	PSC	JMR	Letter sent March 4, 2008.
Fax	Janice	Richards	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Letter	Robert L. & Marcia A.	Rissler	Branson	MO	See attached.	PSC	JS	Staff investigating, follow-up report will be filed later.
E-mail	Cal	Robertson	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 17, 2008.
E-mail	Lavelle	Sanders	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 27, 2008.
Letter	Bernie	Sarbaugh	Branson	MO	See attached.	Both	JS	Staff investigating, follow-up report will be filed later.
E-mail	Bernie	Sarbaugh	Branson	MO	See attached.	Both	JS	Staff investigating, follow-up report will be filed later.
E-mail	Louis	Schmidt			See attached.	Both	JMR	replied via e-mail March 4, 2008.
E-mail	Dennis	Short			See attached.	OPC	JMR	Letter sent April 9,2008.
Telephone	Louis	Sigourney, Sr.	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Deborah	Simpson	Branson	MO	See attached.	PSC	JMR	Letter sent March 26, 2008.
E-mail	Bruce & Sharyn	Sisk	Leawood	KS	See attached.	Both	JMR	replied via e-mail March 4, 2008.
Telephone	Hal	Smith	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
E-mail	Robert & Carol	Starnes	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 19, 2008.
Telephone	Charles & Mary	Stokenbury	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Telephone	Norma	Stone	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	John	Stundon			See attached.	PSC	JMR	Letter sent March 6, 2008.
E-mail	Joe & Donna	Sweeney	Branson	MO	See attached.	Both	JMR	replied via e-mail March 4, 2008.
Telephone	Tom	Turner	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
E-mail	Maurice	Upton	Branson	MO	See attached.	Both	JMR	replied via e-mail March 4, 2008.
Letter	Maurice	Upton	Branson	MO	See attached.	Both	JMR	replied via e-mail March 4, 2008.
Telephone	Delores	Viviano	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.

Fax	LaVonne	Vrieze	Kiester	MN	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Telephone	Mark	Weiz	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Theresa	Welch			See attached.	PSC	JMR	Letter sent March 6, 2008.
Letter	James Clifford	Wilson	Mexico	MO	See attached.	PSC	JMR	Letter sent March 10, 2008.
Fax	Mr. & Mrs.	Witham	Branson	MO	See attached.	PSC	JMR	Letter sent March 26, 2008.
E-mail	Ken	Wolf	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 6, 2008.
Letter	Tom & Deb	Wood		MO	See attached.	PSC	JMR	Letter sent March 6, 2008.
E-mail		Woodsbest		MO	See attached.	PSC	JMR	replied via e-mail March 10, 2008.
Letter	Gerarrd P.	Wynn	Branson	MO	See attached.	PSC	JMR	replied via e-mail March 20, 2008.
Telephone	Susan	Yeager	Branson	MO	See attached.	OPC	JMR	Letter sent April 9,2008.
Letter	Jerome P.	Yeutter	Branson	MO	See attached.	PSC	JMR	Letter sent March 4, 2008.

**Lee & Beverly Allen
350 Woodland Drive South, 1A
Branson, MO 65616**

February 29, 2008

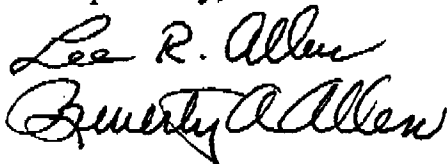
Public Service Commission
Attn: Water/Sewer Department
P.O. Box 360
Jefferson City, MO 65102

To Whom It May Concern:

Upon receiving notice of the request and intention of Tri-States Utility, Inc. of Branson, Missouri to increase water rates by approximately 140% and additionally to increase service charges and connection fees, we were horrified. The revenue increase request number is: QW-2008-0010. Although we understand that rate increases from time to time are necessary, this request is absolutely exorbitant and totally unacceptable.

Therefore, we appeal to you to significantly moderate the proposal to a more reasonable standard of increase. Thank you for your kind intervention in this matter, as no doubt there will be numerous concerned customers involved.

Respectfully,

Handwritten signatures of Lee R. Allen and Beverly A. Allen in cursive script.

Lee R. Allen
Beverly A. Allen

Stanley R. Anderson
104 Royale Circle
Branson, Missouri 65616

March 11, 2008

R E C E I V E D
MAR 17 2008

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

**UTILITY OPERATIONS
DIVISION**

Re: Request for rate increase for Tri-States Utility, Inc.
QW-2008-0010

Gentlemen:

As a rate payer and a customer of Tri-States Utility, Inc., I must object to the unconscionable request for a 140% increase in the water rate. This request was met in this household with anger because of the amount of the increase and the manner in which it was presented. I'll meet each of these points in the letter below.

Tri-States tries to justify the rate increase by stating that they have finished installing RFD meters, and thats all well and good. However, as far as I can tell, my meter was working fine without their tampering with the system. Based upon my experience, (and perhaps the experience of other customers) this should not be a justification for the rate increase.

I also see they are trying to justify the rate increase by stating that there has been an increase in operating costs over time. I don't deny that, and with the increases we see in the costs of all goods and services, I can't deny that this could be a valid justification for a rate increase, but, of course, I am not privy to the financial statement and the P&L of Tri-States as the commission is and will be for this rate request.

Tri-States also tries to justify their increase in rates by the fact that they are establishing new customers and expanding the system. The present customers should not be forced into the position of paying the capital costs for new customers. There should be repairs and maintenance built into the rate structure so these things can be done over time and in the normal course of day to day and year to year operations. Thus I cannot see this as a justification in the 140% rate increase.

One other point. Last year Tri-States had a service outage which affected this customer and, as far as I know, the whole system. The outage was caused by a mainline

break. Now, these things happen and they will happen in any water system. The break in service made me understand, however, that there was no backup and no "looped" system to reduce the term of the outage or provide service in the eventuality of a main line break.

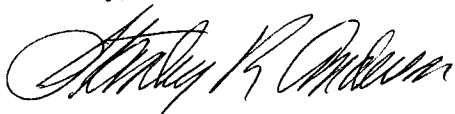
The "looped" system would also provide a more even distribution of water to all of the system and a more even water pressure to the entire system. It would even provide water to more (if not most,) of the system in the event of the need to fight a fire with water from the system.

This unconscionable request will have the effect of raising my cost of providing housing for this family and other families in our area. In addition, I will not be able to take the pride in my yard and landscaping as I have in the past because of the increased costs as mandated by this unconscionable increase. This request comes at a time that we are seeing serious inflationary increases in our cost of living.

I have seen many times in the past, that requests are made to Public Service Commissions and Public Utility Commissions that are higher than even the utility expects to achieve. I would expect that you will see through this subterfuge and exercise the judgment of the Commission. You have, after all, more information at hand than I have as one individual homeowner.

If you find that this 140% increase is justified for the reasons set out in the Tri-States Utility letter, then I will have to assume that there has been gross mismanagement of this utility system and would request that the utility system be sold to someone who can manage the system. I await your decisions and a withdrawal of the request for a 140% rate increase.

Sincerely,

A handwritten signature in black ink, appearing to read "Stanley R. Anderson", written in a cursive style.

Stanley R. Anderson

Copy:

Office of the Public Counsel
Pointe Royale Property Owners Association

1501 S. Park
Aurora, MO 65605

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

RECEIVED

MAR 17 2008

UTILITY OPERATIONS
DIVISION

To Whom It May Concern

I am writing in reference to request # QW-2008-0010 protesting the request of Tri-States Utility, Inc in Branson, MO for an increase of 140%! This is a ridiculous figure especially considering the quality of service that we receive. We have owned a condo at Pointe Royale since 1990 and have been subjected to foul-smelling water, poor water pressure and questionable safety.

When the purchase was made we were informed that we would eventually be on the Branson water system. This has not happened in the past 18 years although we are now officially a part of the city of Branson and pay taxes to the city and county. If we are required to repair the old Tri-State water system, Branson will never be able to buy out Tri-State because of the increased price of the Tri-State system.

According to a recent article in the Springfield News-Leader, the Branson city administrator, Frank Schoneboom, stated that "the city has ample funds to provide necessary services to citizens like police, fire, recreation and transportation and that taxes for basic services will not have to be increased".

Please consider all aspects of this situation when making this important decision.



Betty Bartelsmeyer

FEB 29, 2008
BRANSON, MO.

TO: PUBLIC SERVICE COMMISSION

RE: REQUEST NUMBER QW-2008-0010

WE CONSIDER THE 140% INCREASE IN WATER RATES REQUESTED BY TRI-STATES UTILITY, INC. TO BE ABSOLUTELY RIDICULOUS AND TOTALLY UNDESERVED. SOME SMALL INCREASE DUE TO RISING EXPENSES CAN BE EXPECTED.

OUR SERVICE HERE HAS NOT BEEN GOOD. LAST YEAR WE HAD AT LEAST THREE TIMES SERVICE WAS OUT. WE SPENT TWO NIGHTS IN A LOCAL MOTEL BECAUSE OF NO WATER. I WORK AND HAD TO BE CLEAN ON MY JOB. WE KEEP WATER IN CONTAINERS TO FLUSH THE STOOL AND FOR DRINKING BECAUSE SERVICE HAS BEEN SO UNRELIABLE. IT IS MY UNDERSTANDING POOR MAINTENANCE HAS BEEN THE PROBLEM.

SINCERELY,

Wallace D. Booker

387 DALTON DR.

BRANSON, MO 65616

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

Skyview Drive
Branson
Missouri 65616

Public Service Commission
Attn: Water /Sewer Dept
PO Box 360
Jefferson City MO 65102

Dear Sir, ref; Request # QW-2008-0010, Tri-States Utility

I object to the very high proposed increase in water rates of 140%.

At the time that the new meters were installed almost a year ago, it was suggested that this would be a big labor savings as the readings could be done by one man from the cab of the truck instead of by three men. This was acceptable to all homeowners.

Now the Company is asking for an increase well above the increase in the cost of living. The Skyline Sub Division is home to many Seniors on fixed pensions. The government has not increased Social Security above 2%.

Home Owner


RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

Feb. 29, 2008

Public Service Commission
Jefferson City, MO

Re: QW/2008/0010

RECEIVED

MAR 03 2008

UTILITY OPERATIONS

As a customer of The Tri State
Utility Company, I am
wondering "how in the world"
They can be considering a
140% ~~rate~~ increase in our
utility bills. I repeat: a

140% increase / how can
That happen ??

Virginia and Earl Carter
239 Sherwood Drive
Bransm MO 65616

1475 Skyview Drive
Branson
Missouri 65616

Public Service Commission
Attn: Water /Sewer Dept
PO Box 360
Jefferson City MO 65102

Dear Sir, ref; Request # QW-2008-0010, Tri-States Utility

I object to the very high proposed increase in water rates of 140%.

At the time that the new meters were installed almost a year ago, it was suggested that this would be a big labor savings as the readings could be done by one man from the cab of the truck instead of by three men. This was acceptable to all homeowners.

Now the Company is asking for an increase well above the increase in the cost of living. The Skyline Sub Division is home to many Seniors on fixed pensions. The government has not increased Social Security above 2%.

Home Owner

Justin A Clark
Teresa Clark

[Handwritten signature]
Teresa Clark

RECEIVED

MAR 07 2008

UTILITY OPERATIONS
DIVISION

February 28, 2008

Public Service Commission
Attn: Water/Sewer Dept.
PO Box 360
Jefferson City, MO 65102
Re: QW-2008-0010
Tri-States Rate Increase

RECEIVED

MAR 03 2008

UTILITY OPERATIONS
DIVISION

Dear Sir/Madam:

As a consumer for the above named Utility Company, I take umbrage at their audacity to request a rate increase of 140% at a time when our economy is on the down-turn close to a recession.

What would you say if your auto or medical insurance presented a 140% increase? I think it safe to say that you would be outraged over the audacity to request such a surcharge.

This company has claimed that they need to do everything under the sun as a reason for this need in revenue, but one must ask what they have done in the past with the revenues that they routinely received. Why did they not maintain and improve their infrastructure like every other competent utility company?

When salaries increase 140%, Tri-States can ask for a 140% rate increase, and not before.

Sincerely,



Philip Delgrosso

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

Office of the Public Counsel
Attn: Christina Baker
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866-922-2959
Fax: 573-751-5562
E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website, please do as follows: (1) go to <http://www.psc.mo.gov>; (2) click on "EFIS" / Case Filings" on the menu bar on the left side of the page; (3) on the next page, click on the "Public Comment" icon under Submit Public Comments; and (4) fill out and submit the Public Comments form, including the request number QW-2008-0010 shown above. (to submit comments for both request, the process must be repeated for each request number).

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Regardless of whether the Company sends out a second customer notice, or whether a local public hearing is eventually held, no changes to the Company's rates will take effect without the specific approval of the Commission.

If you have questions about this notice, or about anything else with which we may be of assistance, please feel free to contact us at 417-334-4189.

Sincerely,

Sharon R. Epps, Owner
Tri-States Utility, Inc

Ellen Randleman-Eldridge, Office Manager
Tri-States Utility, Inc

TYPE OF CHARGE	CURRENT RATE	RATES INCREASED BY 140 %
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Total Monthly Bill (at 6,000 gallons usage)	\$25.74	\$61.79
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Commodity Rate November – April	\$1.87	\$8.59
Total Monthly Bill (at 6,000 gallons usage)	\$20.92	\$50.20

Tri-States Utility, Inc
2580 State Highway 165, Branson, Missouri 65616
Phone 417-334-4189, Fax 417-336-6502

February 27, 2008

Dear Customer:

On January 31, 2008 Tri-States Utility, Inc (Company) submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (Commission), under the provisions of the Commission's small utility rate case procedures.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual water operating revenues for \$1,450,000 (approximately 140 %). respectively. The Company believes this increase in its operating revenues is necessary due to: new RFD meters have been installed and have been placed in operation during 2007; increases in cost of power for pumping; increases in the commission's annual utility assessments; increases in the number and type of customers served; increases in maintenance repairs and replacements; increases in material cost of meters and pipes; replacement of pumping equipment; additional cost of adding storage reservoirs, well drilling, well house, and site preparation and acquisition; increase in labor and related cost of labor.

In its request, the Company also requested certain changes to its service charges and connection fees, and recognized that changes to its general business practices, customer service practices and general tariff provision, and the design of its customer rates, might occur. Set out at the end of this notice is a table that includes a comparison of the Company's current customer rates and the current rates increased by 140%. A monthly bill comparison which is based upon an assumed water usage of 6,000 gallons is also shown.

In the near future, the Staff of the Public Service Commission (Commission Staff) will conduct an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon that audit and investigation, the Commission Staff will develop its positions regarding the Company's requested increase in its annual operating revenues. Additionally, the Commission Staff will develop positions regarding the need for changes in the Company's service charges, connection fees, general tariff provision, business operations and system operations, and in the design of the Company's Customer rates.

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Any customer that has comments regarding the Company's revenue increase request, or that has comments regarding recent service-related problems, should contact the Commission Staff and/or the OPC ***within 30 days of the date of this notice***. To do so, please use the mailing addresses, telephone numbers, fax number or e-mail addresses shown below. You may also submit comments via the Commission's Website by following the instruction in the following paragraph. Regardless of how you submit your comments, please include a reference to request number QW-2008-0010. As a part of their investigations into the Company's revenue increase request, the Commission Staff and the OPC will review all customer comments submitted in response to this notice.

2-28-08

To Whom it May Concern,

OW-2008-0010

I can't believe anyone would ask the people to accept something like this.

With the way things are going with everyone ~~to~~ trying to make ends meet. No one can afford this.

I am very much against this rate increase.

And I hope everyone can come up with something that can work for most people. As far as people like us that have a lot in Branson we will just have to sell it. We have always liked the area. But we can not do that with the price of gas food lights and ect.

I am not for this at all

RECEIVED

MAR 03 2008

UTILITY OPERATIONS
DIVISION

Thanks
Gardners

3-3-08

RECEIVED

MAR 14 2008

Request # QW-2008-0010

UTILITY OPERATIONS
DIVISION

TO: Office of Public Counsel. Attn: Christina Baker
Concerning the letter I received
about rate increase, I & Joyce Gibson
Senior Citizens have 2nd Condos
in Bronson. I am required to
keep utilities on. I very
seldom come to Bronson to
use the Condos, the increase
in Basic rates would put a
hardship on me. I would
have to sell the 2nd units

Please reconsider the increase
on (Senior citizens).

Ph: 801-627-4640
" 870-367-6906

Thank you
Joyce Gibson

March 14, 2008

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

Subject: Tri-States Utility, Inc.
Rate increase request
QW-2008-0010

RECEIVED

MAR 17 2008

UTILITY OPERATIONS
DIVISION

Gentlemen:

I am a water customer of Tri-States Utility, Inc. in the Branson, MO, area and have been for approximately four years. I recently received their letter indicating they have submitted a request to the Missouri Public Service Commission to grant them a residential water rate increase of 140%. Admittedly, I can only offer my observations as a consumer, and then only as it affects my water usage and the ability of Tri-States to provide that water for use in my home.

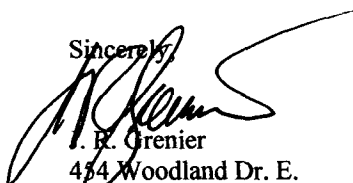
When I purchased the real estate, as part of that process, I turned on water faucets in various parts of the structure and water came out. And until I moved in, that was the extent of my research. Within a short period of time however, I discovered that the water was extremely "hard", and I found it necessary to install a water softener and drinking water filters. Within days the water heater shorted out. I discovered the water heater had been "eaten up on the inside by hard water" and I replaced it. And although the expense of the upgrades were not anticipated in a three year old house, as long as the water is running I am fairly comfortable. I have not actually taken samples from the faucet to the health department for analysis. I guess we all need a level of trust somewhere along the line.

Since I have lived here, water running has become an issue. I wish I had documented the interruptions in service, but I had not realized it would ever be as frequent as it has. It seems to me that in the four years, we have lost water service three or four times each year. It is usually a broken water main and if it happens at night, there is simply no one at the other end of the phone. One time, one break led to another and another, and after being off for as long as it had, it took two more days to build up enough water in the system to get water back to where I live. One afternoon a couple of years ago I had occasion to turn on a faucet, and upon finding the water was off again, I telephoned expecting another water main break but was informed there was a structure fire and that the fire department was consuming all of the system's water (by the way the building burnt to the ground). This made me wonder about the fire hydrants in my neighborhood. I must admit, in all of the losses of service due to broken water mains I have never been asked to boil drinking water for safety purposes by the utility. This seems strange to me.

Tri-States has indicated that one of the reasons they need this extravagant rate increase is to pay for "RFD meters". As I understand it, RFD meters are meters that send usage signals remotely. Shouldn't that be paid for with the money being saved by not needing meter readers. It also seems to me that their increases in the number and type of customers should be increasing their revenues not giving them an excuse to increase our rates. No doubt they do need to increase maintenance, repairs, and replacement of pipes and equipment, but it seems to me that had they been doing that all along they wouldn't need to come to their customers now for an extravagant 140% increase in rates (Maybe Tri-States can make arrangements for me to receive a 140% increase in my Social Security!).

I think that service to customers by Tri-States Utility is marginal at best. I think they began by originally mapping a large service area near Branson when Branson was still trying to chart a course in the tourist industry and while they, Tri-States Utility, only had a few customers. I think that over the years their customer base expanded much faster than they built infrastructure to provide proper service to all of those customers. I think they have gotten way behind and do not know what to do now to catch up. But I also think that for Tri-States Utility to now ask their customers to "bank roll" their mismanagement is not only irresponsible, but also certainly not the responsibility of their customers, and is just plain wrong. It seems to me that Tri-States Utility needs to seek out a lender to borrow the money they need to rebuild their infrastructure and then to perhaps ask their customers for a modest increase to help pay some of the loan.

Sincerely,



J. R. Grenier
454 Woodland Dr. E.
Branson, MO 65616

K. O. Higgs
232 Lone Pine Rd.
Branson, MO 65616-9526
e-mail: kbhiggs@centurytel.net

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

March 2, 2008

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

Re: Request No. QW-2008-0010

Dear Representative:

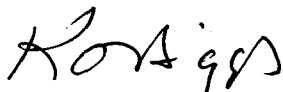
This letter is in protest to the unreasonable and exorbitant rate increase of 140% being requested by Tri-States Utility, Inc.

Whatever changes the company made in their equipment and operations have been of no apparent benefit to their customers. These changes must have benefited the company only with no regard to the impact it would have on their customers.

Most of the residents in Skyline Sub-Division are retirees living on a fixed income. Those who may have some retirement investments are seeing their income being reduced as a result of declining interest rates and other factors. And, this is at a time when expenses are increasing in all categories of daily life.

I think that the request being made by Tri-States Utility, Inc. is definitely out of line.

Yours truly,



K.O. Higgs
Skyline Sub-Division Homeowner

MARCH 3, 2008

RECEIVED

MAR 07 2008

PUBLIC SERVICE COMMISSION
ATTN: WATER/SEWER DEPT. DIVISION
P.O. Box 360
JEFFERSON CITY, MO. 65102

RE: TRI STATES UTILITY, INC
BRANSON MISSOURI
REQUESTED REVENUE INCREASE

AS WATER CUSTOMERS OF THE
ABOVE UTILITY, WE OBJECT
TO THE REQUESTED 140%
REQUESTED WATER RATE
INCREASE. IF THERE WERE
AN OPTIONAL WATER SUPPLIER,
WE WOULD GLADLY CHOOSE
ANOTHER SUPPLIER. TRI STATES
HAS NOT PERFORMED ANYWHERE
NEAR A 140% WARRANTED
INCREASE.

WE CUSTOMERS DID NOT REQUEST
RFD METERS AND WHAT
ABOUT THE INHERENT LABOR
SAVINGS? IF A BUSINESS
IS UNABLE TO CONTROL ITS

EXPENSES WITHIN ACCEPTABLE
PASS-IT-ON RATE INCREASES,
IT SHOULD NOT BE IN BUSINESS.

WE WISH THE PSX TO
CONDUCT A PUBLIC MEETING,
WITH FULL DISCLOSURE FROM
THE UTILITY, TO INFORM THE
UTILITY CUSTOMERS OF
THE REASONING BEHIND
THIS REQUESTED INCREASE.

THE REQUESTED \$1.45 MIL.
REVENUE INCREASE IS
UNREASONABLE. PLEASE
DO NOT APPROVE THIS
REQUEST.

RESPECTFULLY SUBMITTED

David Hoy DAVID HOY
Dorothy Hoy DOROTHY HOY

1760 POINTE ROYALE D.
B RANSON, MO. 65616
417-334-4597

Tri-States Utility, Inc

2580 State Highway 165, Branson, Missouri 65616

Phone 417-334-4189, Fax 417-336-6502

February 27, 2008

Dear Customer:

On January 31, 2008 Tri-States Utility, Inc (Company) submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (Commission), under the provisions of the Commission's small utility rate case procedures.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual water operating revenues for \$1,450,000 (approximately 140 %). respectively. The Company believes this increase in its operating revenues is necessary due to: new RFD meters have been installed and have been placed in operation during 2007; increases in cost of power for pumping; increases in the commission's annual utility assessments; increases in the number and type of customers served; increases in maintenance repairs and replacements; increases in material cost of meters and pipes; replacement of pumping equipment; additional cost of adding storage reservoirs, well drilling, well house, and site preparation and acquisition; increase in labor and related cost of labor.

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Public Service Commission

Attn: Water/Sewer Dept.

P.O. Box 360

Jefferson City, Mo 65102

Phone: 800-392-4211

Fax: 573-751-1847

E-Mail: water.sewer@psc.mo.gov

Office of the Public Counsel

Attn: Christina Baker

P.O. Box 2230

Jefferson City, MO 65102

Phone: 866-922-2959

Fax: 573-751-5562

E-Mail: mopco@ded.mo.gov

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If you have questions about this notice, or about anything else with which we may be of assistance, please feel free to contact us at 417-334-4189.

Sincerely,

Sharon R. Epps, Owner
Tri-States Utility, Inc

Ellen Randleman-Eldridge, Office Manager
Tri-States Utility, Inc

TYPE OF CHARGE	CURRENT RATE	RATES INCREASED BY 140 %
Monthly Minimum Charge ¾" Residential Meter (includes 0-2000 gallons)	\$11.42	\$27.43
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Public Service Commission
ATTN: Water / Sewer Dept
PO Box 360
Jefferson City, Mo. 65102

RECEIVED

MAR 24 2008

UTILITY OPERATIONS
DIVISION

In reference to the attached
letter from Tri-States Utility, Inc,
our local water company - I

can certainly understand a
reasonable rate increase, but
140% is totally unreasonable!

How do they expect people
in this area - many having
trouble paying the current
rate - to ~~the~~ pay that much
more? I am quite sure they
do not plan to increase
their employees salaries by
140%. I know my employer
will not give ME that
much of a raise! We do

not even have the service
we used to get from the
water company. Since they
put the locking meters if
you are unlucky enough
to have a water leak on
a weekend - your plumber
cannot turn off the water -
and in most cases a
residence will have to
wait until sometime between

8 + 4³⁰ on Monday. This
can certainly result in
a huge water bill!

I was always under
the impression we paid
for the gallons of water
used - why different rates
for pipe size? After all, a
gallon of water is a gallon
of water regardless of what
size pipe it runs through.
Correct? Under the current
system my neighbor can
use as much - or more -
water but pay less. Is this
right? I don't think so.

Thank you for letting
me state my opinions.

Sherley Hughes
186 Rainbow Dr
Branson, Mo. 65616

Copy to:

Office of Public Counsel

Tri-States Utility, Inc

2580 State Highway 165, Branson, Missouri 65616

Phone 417-334-4189, Fax 417-336-6502

February 27, 2008

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In the near future, the Staff of the Public Service Commission (Commission Staff) will conduct an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon that audit and investigation, the Commission Staff will develop its positions regarding the Company's requested increase in its annual operating revenues. Additionally, the Commission Staff will develop positions regarding the need for changes in the Company's service charges, connection fees, general tariff provision, business operations and system operations, and in the design of the Company's Customer rates.

The Office of the Public Counsel (OPC), a state agency responsible for representing the interest of utility consumers before the Commission, may also conduct its own audit and investigation. At a minimum, the OPC will review and comment on the results of the Commission Staff's audit and investigation.

Any customer that has comments regarding the Company's revenue increase request, or that has comments regarding recent service-related problems, should contact the Commission Staff and/or the OPC ***within 30 days of the date of this notice***. To do so, please use the mailing addresses, telephone numbers, fax number or e-mail addresses shown below. You may also submit comments via the Commission's Website by following the instruction in the following paragraph. Regardless of how you submit your comments, please include a reference to request number QW-2008-0010. As a part of their investigations into the Company's revenue increase request, the Commission Staff and the OPC will review all customer comments submitted in response to this notice.

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

Office of the Public Counsel
Attn: Christina Baker
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866-922-2959
Fax: 573-751-5562
E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website, please do as follows: (1) go to <http://www.psc.mo.gov>; (2) click on "EFIS" / Case Filings" on the menu bar on the left side of the page; (3) on the next page, click on the "Public Comment" icon under Submit Public Comments; and (4) fill out and submit the Public Comments form, including the request number QW-2008-0010 shown above. (to submit comments for both request, the process must be repeated for each request number).

Upon completion of the Commission Staff's and the OPC's investigations, the Company may be required to send out a second customer notice regarding the results of the investigations. Additionally, the OPC may request that the Commission hold a local public hearing. However, neither a second customer notice nor a local public hearing will happen automatically. Because of this, please take the time now to express your views about the Company's revenue increase request, and its business and system operations, to the Commission Staff and/or the OPC.

Regardless of whether the Company sends out a second customer notice, or whether a local public hearing is eventually held, no changes to the Company's rates will take effect without the specific approval of the Commission.

If you have questions about this notice, or about anything else with which we may be of assistance, please feel free to contact us at 417-334-4189.

Sincerely,

Sharon R. Epps, Owner
Tri-States Utility, Inc

Ellen Randleman-Eldridge, Office Manager
Tri-States Utility, Inc

TYPE OF CHARGE	CURRENT RATE	RATES INCREASED BY 140 %
Monthly Minimum Charge <u>3/4"</u> Residential Meter (includes 0-2000 gallons)	\$11.42	\$27.43
Usage Over 2000 gallons (per 1000 gallons)		
Commodity Rate May – October	\$3.58	\$8.59
Commodity Rate November – April	\$1.58	\$8.59
Total Monthly Bill (at 6,000 gallons usage)	\$25.74	\$61.79
Monthly Minimum Charge <u>5/8"</u> Residential Meter (includes 0- 2000 gallons)	\$6.60	\$15.84
Usage Over 2000 gallons (per 1000 gallons)		
Commodity Rate May – October	\$3.58	\$8.59
Commodity Rate November – April	\$1.87	\$8.59
Total Monthly Bill (at 6,000 gallons usage)	\$20.92	\$50.20

March 16, 2008

**TO: Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65120
800-392-4211 (office)
573-751-1847 (fax)**

**From: Richard & Debra Ivey
174 Shady Drive
Branson, MO 65616**

**RE: Letter Dated 2/27/08
Revenue Increase Request**

Ladies and Gentlemen:

We are faxing you this notice as our official objection to the 140% rate increase. It is my understanding from your letter that Tri-Lakes Utilities feels justified in asking for this increase due to the services they provide. We have several issues with this request.

- 1. If the services truly have increased by 140%, then we feel the company has mismanaged its funds, as they should be able to better forecast price increases, so that they occur gradually. The government estimated the cost-of-living increase to be 2.03596% for the third calendar of 2007 (<http://www.ssa.gov/OACT/COLA/latestCOLA.html>) and that is a far cry from 140%. Neither of our wages increased by 140%, in fact to the contrary.**
- 2. We personally have had several water outages in 2007 due to blasting, poorly maintained water lines, etc. Did we get a credit on our bills for the poor service received? NO! We could not reach anyone on the phone to determine how long we would be without water, so we had to contact the Police Dispatch Center to get an answer... That is not service! Then when the water did return, it was brown and full of who knows what, so we had to waste water to flush lines and filters.**
- 3. Currently our bill is split between Tri-Lakes Utilities and City of Branson. It is our understanding that the City would like to have purchased the company and fully manage it. Perhaps it is time for that to occur.**

**Sincerely,
Concerned Customers**



JONES
350 WOODLAND DR S, 1C
BRANSON

Tuesday, March 4, 2008

Public Service Commission
Attn: Water/Sewer Dept.

To Whom it May Concern,

This letter is in regards to reference number QW—2008— 0010. It deals with the request by Tri-States Utility, Inc., of Branson, Missouri to increase its annual water operating revenues by 140%. We appreciate that increases are necessary over a period of time but this amount is exceptionally high. Unfortunately, we have not received an increase of pay coming into our home. Due to Branson's seasonal employment, I have been laid off all winter and my husband has suffered serious health issues and is now on disability... neither of us having received a 140% increase in any monetary form!

We trust that you will look into this matter and come up with a more appropriate and realistic percent of increase keeping in mind people's cost of living increases and a possible oncoming recession.

Thanks for your help!

Sincerely,

Sandi & Jimmy Jones

Phone: 417-335-6060

Fax: 417-335-6060

Email: ssjones55@hotmail.com

Mar. 5, '08

Public Service Commission
Attn: Water/Sewer Dept.

This is in response to the
notice we received dated
Feb. 27, 2008 regarding
Tri States Utility's request
for a rate increase.

We are shocked at such
a high increase — 140%.

We have lived here since
1991 and have been on their
water supply all that time.
They should have been making
improvements all along,
instead of all at once.
Many times we have been
without water due to a
line breaking.

How do they expect
people to afford such a high

2.

rate increase? Most people are on fixed incomes or Social Security. Our small increase in Social Security sure wouldn't pay this increase. How can a person stretch their money for this rate increase, plus pay for gas, groceries + most everything we need?

140% of anything is too much —

Please be realistic!
Thanks for your help.

RECEIVED

MAR 10 2008

UTILITY OPERATIONS
DIVISION

Sincerely,

Charles Lawver
226 Western Ave.
Branson, Mo.

65616

3/19/08

To: Public Service Commission
attn: Water / Sewer Dept.

From: David H. Lord BARNSON, MISSOURI

Re: Proposed Rate Increase by Tri-State Utilities

Dear Sirs:

The purpose of this letter is to express my objections to the proposed 140% increase in fee sought by Tri-State Utilities. I currently am a custodian of this and have been for the past 3 $\frac{3}{4}$ years.

They claim a need to recoup their expense in the installation of new water meters. As I understand it - The main purpose of the new meters is to allow their meters to be read electronically by a passing vehicle. This is to save them money on meter readers etc. It seems to me that these meters were installed to make their jobs easier + cheaper. The gain is for them - not us consumers.

Also - When they hooked up the new meter at my home they installed it backwards so that my water consumption was billed to my neighbor and her consumption was charged to me. Although the mistake was discovered two months after ... all Tri-State did was ask me a shockingly high bill with no explanation and no apology for any inconvenience to me. At their office I was treated rudely when I asked why no explanation for the corrected billing was provided. Their attitude

2

was "Too bad" ~~wasn't~~ you owe it. No apology for their mistake.

I can understand their need for an increase in water rates - everyone's costs have gone up. Luckily, there is a large supply of water available here in the Ozarks as opposed to drought conditions in other States.

ONE hundred forty percent increase is way out of line. Think along the lines of 15 or 20% maximum.

Thank you for considering my opinion.

Respectfully.

David H. Lund
142 Oxford Lane
Branson, MO. 65616

RECEIVED

MAR 24 2008

UTILITY OPERATIONS
DIVISION

1582 Skyview Drive
Branson, Mo 65616

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

Dear Sir. Ref: Request # QW-2008-0010, TRI-STATES UTILITY

I object to the very high proposed increase in the water rates of 140%.

When the new meters were installed almost a year ago, it was suggested that this would be a big labor savings as the readings could be done by one man from the cab of the truck rather than 3 riding around and reading them. We as homeowners accepted that.

Now the company is asking for an increase well above the increase in the cost of living. The Skyline Sub Division has a lot of seniors that live on a fixed income. The Social Security has not increase 140% in fact only 2% how does that make sense.

Darrell Lundberg



RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

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

March 12, 2008

RECEIVED

MAR 17 2008

Dear Sir or Madam,

UTILITY OPERATIONS
DIVISION

In a letter dated February 27, 2008, Tri-State Utility, Inc. Branson, Mo. advised their customers they had submitted a request to the PSC on January 31, 2008 to increase their revenue by 140% (\$1,450,000.). The request number QW-2008-0010.

Nine reasons were submitted to the Commission to justify the granting of this 140% lift in Tri-States revenues. They follow:

1. *New RFD meters have been installed.*
Comment: Most likely a significant capital expenditure.
2. *Increases in costs of power for pumping.*
Comment: Legitimate, but I'm sure power companies have not granted increases of the magnitude Tri-State is requesting.
3. *Increase in the commission's annual utility assessments.*
Comment: Are we to believe the Commission itself is driving this astronomical increase?
4. *Increase in the number and type of customers served.*
Comment: This really needs further explanation. Is someone lined up to get cheap water at low or no cost?
5. *Increase in maintenance repairs and replacement.*
Comment: Legitimate, only the magnitude is in question.
6. *Increases in material cost of meter and pipes.*
Comment: Same as #5
7. *Replacement of pumping equipment.*
Comment: Same as #5
8. *Additional cost of adding storage reservoirs, well drilling,*

well house and site preparation and acquisitions.

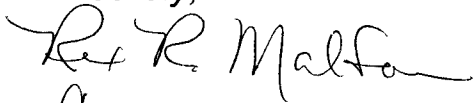
Comment: Apparently expecting increased business, which produce more revenues.

9. Increase in labor and related cost of labor.

Comment: A legitimate expense. (Employees will be confused as to how much their pay increases drive the request for 140% increases to customers.)

The audit to determine the reasonableness of this requested increase should prove interesting. Tri-States Utility certainly deserves a decent rate of return on investment while keeping a competitively paid workforce providing a high level of service to customers. Investments for the future are also necessary. The question facing the Commission is obvious. Your decision will decide the impact on the pocketbook of their customers.

Sincerely,


Carol Bruneau-Malson

*Rex R. Malson
Carol Bruneau-Malson
189 Sherwood Drive
Branson, MO 65616*

*cc: Office of the Public Counsel
Attn: Christina Baker
P.O. Box 2230
Jefferson City, MO 65102*

181 Norwood Drive
Branson, MO 65616

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

RECEIVED

MAR 13 2008

Dear Sirs:

UTILITY OPERATIONS
DIVISION

This communication is in reference to request no. QW-2008-0010. I protest the increase request of the Tri-States Utility, Inc. The 140% requested increase is an unrealistic figure.

I have been a resident in Pointe Royale since 1993 and a property owner since 1990. When Pointe Royale was asked to annex to the city of Branson in 1999, we were led to believe we would eventually have city water. This has not happened. If all the improvements that they are requesting money for are made on this antiquated water system, Branson will probably never be in a position to buy them out.

Branson sales topped \$1 billion this past year. As the enclosed article states, the city has ample funds to provide necessary services to citizens. Each citizen should benefit from these revenues. This is an excellent time to correct the inequality in our water service. We want quality water --odor free, colorless, safe, and with good pressure. I feel we could get this quality water for a reasonable price if we were serviced by the city of Branson.

Carol Stinneford McChesney
Carol Stinneford McChesney

See enclosed clipping.

Branson sales top \$1 billion mark

Major projects helped boost spending.

NEWS-LEADER STAFF

For the first time in the City of Branson's 96-year history, it reports annual total retail sales have topped \$1 billion.

Figures received by the city's finance department from the Missouri Department of Revenue show that from November 2006 to November 2007, total retail sales amounted to \$1,002,591,743, according to a city press release.

"This reflects the fact that Branson has the products, services and entertainment that people from around the country love to spend their money on," said Frank Schoneboom, Branson's in-

terim city administrator.

"It's absolutely incredible that a city of 7,400 has that amount of retail sales in a one-year period, but Branson isn't your ordinary small city."

Two major retail developments that opened in 2006 helped boost consumer spending over the \$1 billion mark. The Branson Landing accounted for 10 percent of retail sales and Branson Hills contributed to 5 percent of the retail sales. Both projects were funded by tax increment financing.

"Branson has become a part of Missouri's profile," Schoneboom said. "People

know the Cardinals, the Arch and they know Branson. We've done a wonderful job of providing a diversity of experiences that Branson offers."

During 2006 and 2007, the city of Branson set records in both sales tax and tourism tax revenues, according to the city's press release. With this kind of revenue being collected and with the lion's share being paid by the visitors, the city has ample funds to provide necessary services to citizens like police, fire, recreation and transportation, Schoneboom said.

And that means taxes for basic services will not have to be increased, he added.

3-20-08

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

Dear Sir,

I am a property owner in Branson Mo.
and the Ori States Utility, Inc. is asking
for a water increase rate of 140%. This is
ridiculous. With all the tax revenue the
city has coming in each month I see no
need at all for an increase what so ever.
Please consider this as my formal Complaint.

Sincerely,

Reuben Milton

P.O. Box 137

Wolfe City, Tex 75496

RECEIVED

MAR 24 2008

UTILITY OPERATIONS
DIVISION

March 2, 2008

Public Service Commission
Water / Sewer Dept.
P.O. Box 360
Jefferson City Mo. 65102

Dear Sir,

Writing in regard to a notice
we received from Tri-States Utility
that they want to increase our
water rate approximately 140 %
This is extremely Bad news to
retired People like us who
are on a fixed income -
I can see a rate change but
140 % - That's high way
Robbery - Please Stop
This huge rate increase!

Thank you,

Jamie Parrott

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

March 3, 2008

R E C E I V E D

MAR 05 2008

**1607 Skyview Drive
Branson
MO 65616**

**UTILITY OPERATIONS
DIVISION**

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

Dear Sir:

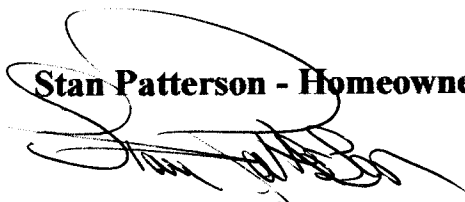
Ref: Request #QW-2008-0010, Tri-States Utility

I object to the very high proposed increase in water rates of 140%.

At the time that the new meters were installed almost a year ago, it was suggested that this would be a big labor savings as one man could do the readings from the cab of the truck instead of by three men. This was acceptable to all homeowners.

Now the Company is asking for an increase well above the increase in the cost of living. The Skyline Sub Division is home to many seniors on fixed pensions. The government has not increased Social Security above 2%. This would be enough to all Tri-States Utility increase their rates.

Stan Patterson - Homeowner

A handwritten signature in black ink, appearing to read 'Stan Patterson', is written over the printed name.

3/10/08

Mary Pichotte
122 Woodland Dr N
Branson, MO 65616-8820

Attn: Water/Sewer Dept.
P.O. Box 360

Jefferson City, MO 65102

RECEIVED

MAR 13 2008

742:

UTILITY OPERATIONS
DIVISION

Please advise why you feel
you should be entitled to 140%
increase when Silver Dollar City
employees are supposed to be satisfied
with 3% raises?

I've just (3 years) moved to
this area and we are stunned at
your prices and charges considering
the underpaid salaries - where is
the balance - Have been in business
as well as an employee through the
years - know prices go up so employees
can get raises but - where do you
get this over whelming reasoning for
raising charges? Sincerely
Mary Pichotte

cc: OFFICE OF PUBLIC COUNSEL

**Donald H. Reimer
10106 Cairn Meadows Dr
Spring, Texas 77379
Phone: (281) 320-9027
E-mail: dhre@entouch.net**

**Public Service Commission
Attn: Water/Sewer Department
QW-2008-0010
P.O. Box 360
Jefferson City, MO 65102
Fax: 573-751-1847**

March 3, 2008

Dear Commission,

RE: Rate Increase For Tri-States Utility, Inc.

I received the notice from Tri-States Utility, Inc. asking for an annual increase in water operating revenues for \$1,450,000 or (approximately 140% increase!)

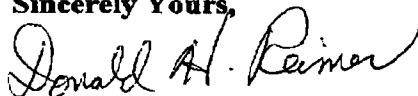
In the past we received notices from Tri-States Utility Company stating that the water was safe to drink but were not up to the required standards! This is the first thing that needs to be fixed before asking for any rate increase!

Must Utility Companies requesting a rate increase ask for a 6/8% increase not 140% like Tri-States! It appears to me they have made a lot of improvement over the past year and want to be compensated the full amount all at once! In my opinion they should have asked for an increase last year and one for 2008!

I know that labor and material continue to increase in cost but not at a 140% rate! Consumers expect some annual increases but not at 140% increase!

After investigating Tri-States claims I feel confident the Public Service Commission and the Office of the Public Counsel will come up with a rate plan that will be agreeable to all parties concern!

Sincerely Yours,



**Donald H. Reimer Condo: Pointe Royal Resort Building #40, Unit #14, Branson MO
Cc: Office of the Public Counsel, Attn: Christina Baker FAX: 573-751-5562**

To The Attention of
Public Service Commission
ATTN: Water/Sewer Dept
P.O. Box 360
Jefferson City, MO 65102
Fax: 573-751-1847

Office of the Public Counsel
Attn: Christina Baker
P.O. Box 2230
Jefferson City, MO 65102
Fax 573-751-5562

Mayor of Branson
Reanne Presley

Stan Barber

Bob McHewell

Jack Purvis

Sandra Williams

Rick Gass

Stephen Marshall

Fax: 334-6095

February 27, 2008

To Whom It May Concern:

Re: Water

"Are you totally out of your minds?"

What do you think you are the "Donald Trump of Water".

Most of the employed people in this "Show Me State"

IE: Brown either work minimum wage jobs and pray they can live off their tips at work or work in time share or travel clubs and are paid commission only.

Have you taken in consideration that employment is for the most part seasonal. There as, during the winter the workers are on unemployment benefits,

Let's review 140% increase
Question - "Will the rates be prorated for the off season?"

Page 2

How can you possibly look yourselves in the mirror and ask for a 140% increase in your water rate.

It is time our town began a search to invite a competitive water company to establish a utility minded service, that is based on providing an essential part of everyday life. A rate that is based on the economic income of the citizens. Not of the wealthy wallet tourist.

Refer: The first paragraph small, utility rate case procedures. 140% is anything but small. Greed - is the definition of merit.

When our employee hourly and commissions are increased we will gladly vote for your "more than greedy over the top" 140% rate increase.

Meanwhile, this is B. Ransom and Paris Hilton does not live here!

Page 3

We stand united. Some course
of action should be implemented
to halt this rate increase.



JANICE RICHARDS
257 CLUBHOUSE DR

Myron W. Bunn

Roger Bailey

Roy Skinner

Amy Haley

Michael

Teresa Young

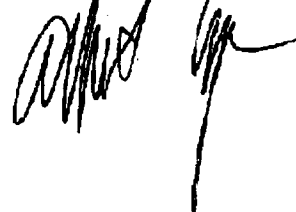
Al Clemons

Clara L. L. L. L.

Sharon Stacy

Wanda Moore

Cornie Weatherly



195 Black Oak Drive
Branson, MO 65616
March 5, 2008

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

RECEIVED

MAR 10 2008

UTILITY OPERATIONS
DIVISION

RE:QW-2008-0010

Dear Commission:

This is in response to your February 27th letter informing us that the Tri-Lakes Utility Company submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission.

We understand that the need for an increase in operating revenues was caused by increased cost of power for pumping, increased cost of annual utility assessments, increased number of customers served, increased maintenance repairs, increased material costs, increased cost of adding storage reservoirs, well drilling etc., and increased labor costs.

We would consider paying the 140% rate increase IF the following conditions could be promised:

- 1) Reliable water supply 24 hours a day, 365 days a year.
- 2) Quality water pressure 24 hours a day, 365 days a year.
- 3) Quality tasting water.
- 4) Reliable water supply and quality water pressure available to neighborhood fire hydrant.

Since June 2000, we have had numerous issues with items number 1-3. It's fortunate that no one in the neighborhood has needed the use of the fire hydrant.

Thank you for your consideration in these important issues.

Sincerely,



Robert L. & Marcia A. Rissler

March 14, 2008

RECEIVED
MAR 19 2008

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

**UTILITY OPERATIONS
DIVISION**

Dear Public Service Commission Representative,

This letter is in response to Tri-States Utility, Inc., (of Branson, Missouri) letter dated February 27, 2008 that concerns a request by their company to increase their customer rates by 140 percent. I strongly object to such an increase that is perceived as totally unjustified to either a commercial or residential customer, and submit the following comments for serious review by the State Commission.

1. Their maintenance is without quality and presents personal hazards all throughout the housing and condominium residential areas (refer to photographs marked 1, 2, and 3 that are enclosed). These are examples of the new water covers they installed and create tripping hazards to people walking on the property. They also look atrocious! The manhole covers are oversized for the manholes.
2. At least five times a year we turn our water on in our homes and the water is red colored and contains dirt and foreign matter even after being treated by a water softener. This can not be sanitary water. My family purchases all drinking and cooking water from commercial water sales at the grocery store.
3. In late 2006 or 2007 there was a water leak near building 43 at Pointe Royale and Tri-States Utility Representatives looked at the water coming out of the ground and stated it was surface water from rain. The management of Pointe Royale had to hire a construction company to come out to create a drain system to direct the water to a normal storm ditch. During the project the construction company and Pointe Royale Maintenance personnel found a supply line belonging to Tri-States Utility who earlier stated they did not have a water line in the area and that is why it was supposed to be surface water. Tri-States fixed their water line and left...with home owners stuck with a \$6,545.89 bill from the construction company that was hired to repair what did not exist. Tri-States has not repaid that money to the homeowners that they are now trying to raise rates by 140 percent. This appears to be an absolutely monopolist type of response and absolutely terrible maintenance that customers pay for services.
4. The company installed new water meters and manhole covers in the fall and early winter of this year and locked out Pointe Royale maintenance staff and owners from water shut-offs during emergency water breaks. Yep, happened at units 18-7 and 18-4 in January and water broke two lines six feet from the manhole meters on the owner's side of the meters. The water filled three manholes and was

running out onto the ground everywhere. The Tri-States maintenance personnel had to come out around 11:00 pm and turn the water off. Guess whose bills were four times their normal January bill! And that then increased their sewage bills relationally, and Tri-States make no effort to adjust billing of either the water or the sewage cost.

5. The Missouri American Water Company who provides services in the northwest part of Missouri installed new electronic water meters approximately three years ago and did not raise their rates to customers and did not expect customers to pay for something that the customer had no say-so in the purchasing decision. So why should Tri-States Utility customers pay for their bad decision and terrible installation of the new equipment? This privately owned company does not appear competitive in any way or form, and probably would not be with their poor customer service and relations.
6. In May of 2006 Tri-States Utility Company installed a new meter servicing building 9 (photo 4) that had (and still has) meters in each of the eight units. The new meter now reads water usage as a single meter and bills the Condominium Property Owners Association for private owner's usage within the building. The remaining home owners have to pay the bills and attempt to collect from the existing meters within the property owner's units. That sure simplifies billing for Tri-States Utility, Inc., and creates instant cost to all other owners. Then the company charged the other homeowners half of the installation for the meter and installation (I believe the cost was over \$1500).
7. Last, some maintenance personnel themselves have thrown grills that were left on a meter manhole onto the ground spilling grill parts, gas bottles, charcoal ashes, and the grill damaging the property. They could easily have just moved it onto the ground and not been so vindictive. Most people would move something off the manhole cover if they realized the problem or had been notified of the problem.

I hope this letter is considered when determining whether or not the company should get to increase their rates. You might also consider how much money they get during December through March each year when water is shut off at many, many, many meters in the condominium areas serviced by the company and paid minimum monthly usage with **NO** water consumed, sounds like pure profit and pocket money. **Most COLA raises each year are well under 5 percent...why should Tri-States Utility Inc., receive years and years of property owner's annual COLAs???** Thanks for taking the time to read these comments and I hope you made it to the end of my whining!

Sincerely,

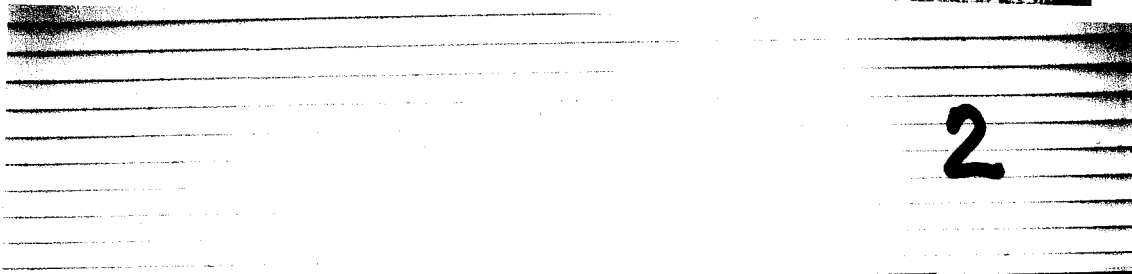
Bernie Sarbaugh

Bernie Sarbaugh
Tri States Utility, Inc. Customer

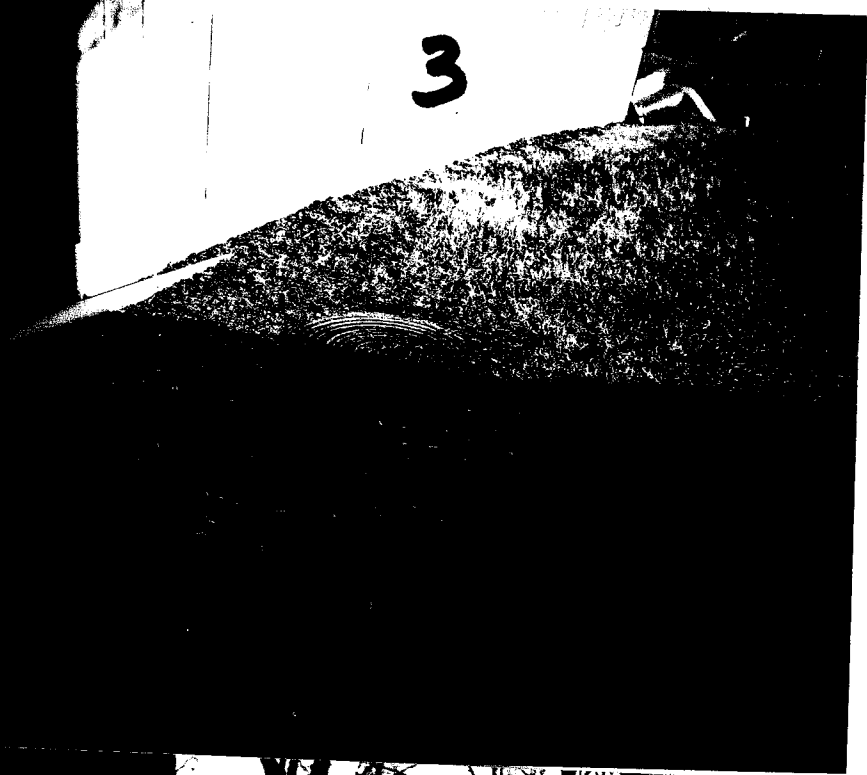
P.S. Request Number QW-2008-0010



ORIGINAL Photos to
OPC



3



4



Deborah Simpson
291 Shady Drive
Branson, Mo. 65616

March 17, 2008

Public Service Commission
Attn: Water/Sewer Dept.
PO Box 360
Jefferson City, Mo. 65102

Re: QW-2008-0010 Request for a 140% rate increase

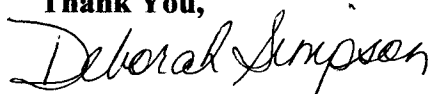
Dear Sirs:

I am writting to voice my oposition to the request Tri State Utilities has made to you to increase the water bill by 140%. This request is totally out of line. I have no idea the cost of bringing water to my home, However I do know the Tri State hasn't been operating in the red all of these years. It is no surprise they have ask for an increase put 140% is unreasonable.

Branson is a small tourist town and most of the residents have seasonal jobs. There is no way the people living in this town can take an increase of this kind. The price of everything is increasing: (gas, water, electric, food, taxes) everything but wages. What are people suppose to do? Change jobs so they are close enough to walk to work? Stop eatting? Set in their houses with the lights off and no heat or air? Or just give up showers, drinking water, and flush the toilets?

My family can't take this increase and are considering selling our house if this increase is made. We don't want to, may have no other choice. I would appreciate you denying this kind of increase to Tri State Utilities.

Thank You,


Deborah Simpson

RECEIVED

MAR 24 2008

UTILITY OPERATIONS
DIVISION

1623 Skyview Drive
Branson
Missouri 65616

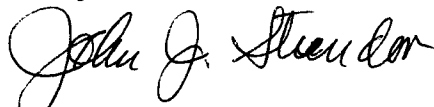
Public Service Commission
Attn: Water /Sewer Dept
PO Box 360
Jefferson City MO 65102

Dear Sir, ref; Request # QW-2008-0010, Tri-States Utility

I object to the very high proposed increase in water rates of 140%.

At the time that the new meters were installed almost a year ago, it was suggested that this would be a big labor savings as the readings could be done by one man from the cab of the truck instead of by three men. This was acceptable to all homeowners.

Now the Company is asking for an increase well above the increase in the cost of living. The Skyline Sub Division is home to many Seniors on fixed pensions. The government has not increased Social Security above 2%. This would be enough to allow Tri-States Utility to increase their rates.



John Stundon – Home Owner

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

To: Whom it may concern:

Ref: Request # QW-2008-0010

I have received a notice that the water company is about to raise our water charges – which will, I presume, increase the sewer rate also. This rate of increase is ridiculous and I protest it highly. There is no justification for an increase of this amount.

They mention several charges they will incur, but that's business and the number of new customers will return finances to the water company covering much of the costs of adding those new customers on. There is no valid reason why the present customers should pay the price to get new customers for the water company.

Please consider and register my comments of complaint as part of the record of this increase request.



Maurice Upton

255 Lancashire Dr

Branson, Mo 65616

417 699 3433

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

To Whom it May Concern:

This reply is in reference to request number QW-2008-0010.

The rate increase of 140% is to large an increase and - unfair to those of us who use -0-gallons of water except for perhaps two or three weeks of the year. My fixed income would suffer by the additional \$110.50 per year increase. To many, this may not seem like a large amount but it does make a big difference to my budget.

The previous meters seemed adequate. Did the new meters and the other replacement really need to be made? It seems the decisions have already been made by the company's owners. Other businesses save up from previous years' profits for improvements and expenses. Has this not been done?

Please consider retaining the present fees or increasing the rates at a much lower percentage and having the company budget their increased expenses.

Sincerely,
LaVonne Vlieze
P.O. Box 54
Kiester, Mn. 56051

Reference #
QW-2008-010

This is in Reference
To A letter I Received
from my water company
Tri-states utilities
aparently They want
to Raise our Rates
by 140%

This is an Outrage
I have no problem with
a cost increase of 5-10%
Every so often but
~~140~~ should never even
be considered - lots of
people are on fixed incomes
& cannot afford even
the slightest increase
(over)

in Their Bills please
Do Not Give in
To Their Insane
Demands

Thank you
Theresa Welch
water customer
at Paine Royle condos
& Fall creek

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

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

Request Number QW-2008-0010

Dear Sir:

I have a lot in Fall Creek RV Estates at Branson, Missouri. We have 248 lots in our subdivision and we are required to pay the minimum charge 365 days a year. Our water lines were installed in the late 1980's and early 1990's. I haven't seen any improvements to our water service in these past years and very little maintenance on these lines.

I have a fifth-wheel trailer on my lot. Last year I used less than 8000 gallons of water all year. I can't see us having to pay for service provided to new customers or increase in water capacity. Under the present rate I paid \$ 79.00 for a year and with the proposed rate I would have to pay \$ 190.08 for minimal charge for 8000 gallons of water.

I feel that this is an unfair rate increase for established customers on existing water lines. If they are experiencing large increases in new line construction and larger tanks for more water capacity, I can't see why we have to pay for these services provided to other customers. Different rates should be establish for customers that require excess expenses to provide them with water.

Just stop and think about why we should have an increase of this magnitude when the cost of providing water to Fall Creek RV Estates could not have this much of an increase. The rates should be set according to what the cost is to provide water service to new customers. I do not feel it is my responsibility to pay for service extend to new customers.

Yours truly,



James Clifford Wilson

RECEIVED

MAR 07 2008

UTILITY OPERATIONS
DIVISION

3-21-08

Dear Public Services Commission and
Office of The Public Counsel,

This letter is in Regards To QW-2008-0010
Water Increase.

My Wife & I are Terribly opposed To
The Rate increase of 140% That TRI-STATES
Utility is asking for. IT is Absurd and
Uncalled For.

All They are Trying To do is Rip off us
consumers. They know That The Reasons
They are going for increase was costing
them money, so let's pass it on To The consumer.

This company has been approached by The
City of Branson To sale Their company
To which They demanded an entirely out
of The Question Amount. way Above fair market
Value, so The City of Branson has stopped
Trying To purchase The water District.
TRI-STATES is only Trying To gouge & Rip-off
its customers.

I agree That A company should & could ask for
A Reasonable increase To continue To do business
25% is A Reasonable Request.

Please do not allow This company To shaft
us with A 140% increase.

Thank You Phil & Marj Witham 217 Arrow Lane Branson Mo.
Phil Witham

March 3rd

Re: Increase in Utility rate.
Ref QW-2008 0010

140% increase is unreasonable to say the least! Service is Fine. My recommendation is no! The American Public is under increases from all sides Taxes, services etc. I can understand a graduated increase if proven its needed and said increase is broken down as to costs incurred and whatever profit increase is included.

Thank you

Tony Deh Woolf
1726 PT Royale Dr
Bronson, MO 65616

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

RECEIVED

MAR 05 2008

UTILITY OPERATIONS
DIVISION

Tri-States Utility, Inc.

Revenue Increase Request dated February 27, 2008

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

**Office of the Public Counsel
Attn: Christina Baker
P.O. Box 2230
Jefferson City, MO. 65102**

I received a copy of the enclosed request for a 140% increase to the water revenues of this company (our water company).

This is the first time in 50+ years of home ownership that I have ever heard of such an obscene request.

City Utilities of Springfield, Mo. is asking for a 4.1% increase in Natural Gas rates, & holding hearings to try to get their customers on board with this big increase.

Tri-States did install new RFD meters & lock down our meter pit covers, but this was for their benefit & did nothing for us, its customers.

We are seniors living on a fixed income, trying our best to work around high gasoline prices, a falling stock market & rampant inflation.

I hope you will look closely at this request & try to envision what a 140% increase in any of your personal utility rates would mean to you.

**Gerald P. Wynn
141 Oxford Lane
Branson, MO. 65616-3412
417-335-8256
gpwynn@suddenlink.net**

RECEIVED
MAR 14 2008

**UTILITY OPERATIONS
DIVISION**

Initial Notice re: Revenue Increase Request
February 27, 2008 – Page 2 of 2 pages

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

Office of the Public Counsel
Attn: Christina Baker
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866-922-2959
Fax: 573-751-5562
E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website, please do as follows: (1) go to <http://www.psc.mo.gov>; (2) click on "EFIS" / Case Filings" on the menu bar on the left side of the page; (3) on the next page, click on the "Public Comment" icon under Submit Public Comments; and (4) fill out and submit the Public Comments form, including the request number QW-2008-0010 shown above. (to submit comments for both request, the process must be repeated for each request number).

Upon completion of the Commission Staff's and the OPC's investigations, the Company may be required to send out a second customer notice regarding the results of the investigations. Additionally, the OPC may request that the Commission hold a local public hearing. However, neither a second customer notice nor a local public hearing will happen automatically. Because of this, please take the time now to express your views about the Company's revenue increase request, and its business and system operations, to the Commission Staff and/or the OPC.

Regardless of whether the Company sends out a second customer notice, or whether a local public hearing is eventually held, no changes to the Company's rates will take effect without the specific approval of the Commission.

If you have questions about this notice, or about anything else with which we may be of assistance, please feel free to contact us at 417-334-4189.

Sincerely,

Sharon R. Epps, Owner
Tri-States Utility, Inc

Ellen Randleman-Eldridge, Office Manager
Tri-States Utility, Inc

TYPE OF CHARGE	CURRENT RATE	RATES INCREASED BY 140 %
Monthly Minimum Charge ¾" Residential Meter (includes 0-2000 gallons)	\$11.42	\$27.43
Usage Over 2000 gallons (per 1000 gallons)		
Commodity Rate May – October	\$3.58	\$8.59
Commodity Rate November – April	\$1.58	\$8.59
Total Monthly Bill (at 6,000 gallons usage)	\$25.74	\$61.79
Monthly Minimum Charge 5/8" Residential Meter (includes 0- 2000 gallons)	\$6.60	\$15.84
Usage Over 2000 gallons (per 1000 gallons)		
Commodity Rate May – October	\$3.58	\$8.59
Commodity Rate November – April	\$1.87	\$8.59
Total Monthly Bill (at 6,000 gallons usage)	\$20.92	\$50.20

192 Hampshire Drive
Branson, Missouri 65616
February 29, 2008

RECEIVED
MAR 03 2008

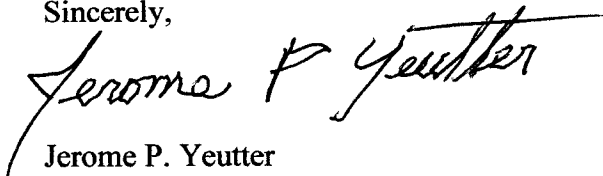
UTILITY OPERATIONS
DIVISION

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

Commissioners:

This letter is in response to a notice we received recently from our water provider, Tri-States Utility, Inc. of Branson, MO. We were notified that Tri-State Utility intends to request a rate increase of 140% for utility services. While we recognize and accept the numerated reasons for the increase, we do object to the structure of and amount of the increase. Surely all businesses anticipate and make provisions for periodic cost increases to be passed on in timely and modest increments. A sudden 140% increase would seem to be neither timely nor consistent with the CPI, which would certainly dictate a more modest increase. We believe this request merits a public hearing and welcome such a hearing.

Sincerely,

A handwritten signature in cursive script that reads "Jerome P. Yeutter". The signature is written in dark ink and is positioned above the printed name.

Jerome P. Yeutter

Russo, Jim

From: Patadams18@aol.com
Sent: Wednesday, March 19, 2008 8:51 PM
To: Water.Sewer; mopco@ded.mo.gov
Cc: hf5m@yahoo.com
Subject: request # QW-2008-0010

I have lived in Branson since Sept. 1999, from Sept.1999 to Feb. 2008 I did business with City of Branson - utilities for water & sewer. My bill ran \$6.00 to \$8.00 a month for both water & sewer in a two bedroom condo, as of March 2008 I moved to a two bedroom condo in Pointe Royale and have been inform my water alone will be \$12.00 with out sewer, add sewer I'm looking at \$15.00 minimum more than double what I have paid the 9 years.

Now Tri-StateUtility want to increase to \$30.00 a month REASON????
maintenance repair and replacement of equipment.

Is not repair and replacement of equipment normal business operating expense.

If Tri State Utility is incompetent to effectively run there business perhaps there need to be found insolvent and let city of Branson utilities take care of our water need.

The last I look GOUGEING is illegal.

Pat Adams
161 Avondale Dr. 93-10
Branson, Mo 65616

Patadams18@aol.com

Create a Home Theater Like the Pros. Watch the video on AOL Home.
(<http://home.aol.com/diy/home-improvement-eric-stromer?video=15?ncid=aolhom00030000000001>)

3/20/2008

Russo, Jim

From: Linda B [lindab42@suddenlink.net]
Sent: Thursday, March 20, 2008 10:58 PM
To: Water.Sewer
Subject: Water rate hikes

I feel that the proposed water rate hikes with Tri-States Utility are far beyond reason. There must be alternate plans. Perhaps builders can pick up expenses for new properties & improvements for the increase in types & numbers of customers served, e.g.. It seems extremely unfair for existing customers to be expected to carry the burden of these outrageous expenses.

Linda Benville, 149 The Bluffs, #6, Branson, MO 65616 417-230-6714

Russo, Jim

From: J. Bridges [jbridges193@suddenlink.net]
Sent: Monday, March 17, 2008 9:45 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Tri State Utilities Rate Increase

To Whom It May Concern:

I wanted to express my concern over a 140 percent rate increase proposed by Tri State Utilities. I am aware of the rising cost in today's society. All of my personal expenses have been increased over the last year and a half. Therefore, a rate increase from the water company as well came as no surprise. However, 140 percent seems extreme. The people paying the bill have not seen pay increases during the last year because companies can not afford to raise wages and take on extra cost. Therefore, how are the same people able to pay 140 percent more for their water? They are already paying more for gas, groceries, electricity, etc.

Thank you,

Jennifer and James Bridges
193 Avondale
Branson, MO 65616

No virus found in this outgoing message.
Checked by AVG.

Version: 7.5.519 / Virus Database: 269.21.7/1332 - Release Date: 3/17/2008 10:48 AM

3/17/2008

Russo, Jim

From: Bryan-Slocum, Nancy [Nancy.Bryan-Slocum@wyndhamvo.com]
Sent: Tuesday, March 04, 2008 4:41 PM
To: Water.Sewer
Subject: Revenue increase Request QW-2008-0010

Public Service Commission

Attention Water/ Sewer Dept.

I have unsuccessfully attempted to send response via website.

RE: The proposed 140% increase in rates Tri-Lakes Utilities

The proposed increase is ludicrous! It will interesting to see the outcome of the independent audit . Knowing the background of "business practices" of Epps I find it hard to believe this amount of increase is warranted. Numerous times last year the pipes have "broken" and water has been unfit to drink for several days.

We are just hard working locals that are at the mercy of this company. We have no other alternate choice of water companies.

Thanking you in advance to your attention to this issue.

Sincerely

Nancy Bryan-Slocum

280 Woodland Dr W #2D

Branson MO 65616

417-544-1455

"The information in this electronic mail ("e-mail") message may contain information omitted to be taken in reliance on it, is prohibited and may be unlawful. Please not

"The sender believes that this e-mail and any attachments were free of any virus, wo viruses and other defects. Neither Wyndham Worldwide Corporation nor any of its affi

3/6/2008

Russo, Jim

From: Dan Dobson [fcminc@hotmail.com]
Sent: Tuesday, March 04, 2008 1:49 PM
To: Water.Sewer
Subject: QW-2008-0010

PLEASE TELL ME THIS IS NOT LEGAL. HOW CAN YOU JACK YOUR RATES BY 140%? DOESN'T THE STATE HAVE A CAP ON INCREASES?

DAN

3/6/2008

Russo, Jim

From: rsq@suddenlink.net
Sent: Tuesday, March 25, 2008 7:39 PM
To: Water.Sewer
Subject: Robbery Rate lincrease

To whom it may concern:

REF # QW-2008-0010 Proposed \$140% water rate increase for Taney County.

I strongly object to such an out landish hike in the wate rate. First everyone is supposed to conserve water to keep costs down and to have plenty of water for new subdivisions. Second they increase the price to off set the reduction of usuage to keep the income up. This STINKS no matter how you look at it.

If my pension or social security increased to match I wouldn't have a problem with such a big increase, but it won't happen.

How can their cost increase so much in one year? Doesn't anyone check the books occasionally to see if income is higher than expenses? A 10% rate increase is to high for Seniors on fixed income what with fuel, medical, and food already outpacing income for us.

I beg you, please don't let the water company increase the rates more than 10% a year. Make them spread the costs out over several years.

Thanks for your help

Robert and Judy Eskew
1350 Pointe Royaly Dr.
Branson, Mo 65616

Russo, Jim

From: Flora Forbes [fbforbes1@suddenlink.net]

Sent: Thursday, February 28, 2008 1:39 PM

To: Water.Sewer

Subject: QW-2008-0010 water rate increase

Dear Sirs:

This is in reference to request number QW-2008-0010. We respect your need to increase the water rate charge, but the 140% is a little bit ridiculous. According to our quick calculations, at times our water bill would run as much as \$300 for one household and two people with a minimum amount of landscaping. I would like to see a comparison between Tri-States Utilities and Branson city-owned utilities.

Rusty Forbes
179 Meadow Avenue
Branson, MO 65616

2/28/2008

Russo, Jim

From: GRABER GALS and GUY [jkgraber@team-national.com]
Sent: Thursday, March 06, 2008 3:08 AM
To: Water.Sewer
Subject: Fw: updated letter

To the Public Service Commission,

Re: QW-2008-0010

This e-mail is in response to the Revenue Increase Request by Tri-States Utility, Inc. of Branson, Missouri.

For the record, the commodity rate for November-April was incorrect on the letter. It is actually higher- \$1.87. This rate would increase by 359%, NOT 140%. Tri-States Utility informed us that they did not have to correct this error and send out letters again. The homeowners should have received a correction notice. TRUST is an important word. When Tri-States Utility's printed word is not correct, how can there be TRUST.

Now, in response to the letter, this rate increase is unbelievable! They want to increase our rates by 140% and 359% November-April!!! They already increase our rates from May-October 126.5% EVERY YEAR! This seems to be very unethical. Especially when the city of Branson has a charge of only \$4.89 for the first 2,000 gallons, compared to our \$11.42 charge from Tri-States Utility. That is 133.5% more than the city. Branson's charge per 1,000 gallons after that, is \$1.80. Tri-States is \$1.87/\$3.58 each for six months. The homeowner's really need your support in this matter. We do not have a choice of where we purchase our water. We cannot hook-up to the city and Tri-States say we cannot have a well. Please do not allow an increase in rates.

We believe Tri-States is asking for an increase in revenue, to cover charges incurred last year when they had a line break and we were without water for about 3 or 4 days. They lost a lot of water and had a lot of overtime, parts, and equipment charges, as stated in their letter.

Several times we have found our water pressure very low. There have also been several times our water has had a white milky color to it. Tri-States say it is safe to consume. However, this is a concern and we really question if it is safe during those times.

Why are we on a 3/4" line instead of a 5/8" line? Why is there a cost difference of 73% (\$11.42/\$6.60)? A gallon of water is a gallon of water. It should not cost more just because the line is 1/8" bigger.

We feel Tri-States Utility, Inc. needs a definite DECREASE IN RATES, not an increase. Please stand with us homeowners on this and DECREASE our rates to be more in line with the city rates. Please do not allow them to increase our summer rates 126.5% every year. We also believe Tri-States Utilities should be fined and have to pay back to the consumer a fee for all these years of overcharging us 126.5% every May through October. We would also like the option of changing our service to the city.

If given this increase, Tri-States Utility's minimum charge will be 461% more than the city. Their commodity rate will be 377% more. Please do not allow this to happen.

Thank you for your kindness in reading and evaluating this letter. We appreciate your consideration and help in this matter.

Respectfully,

John & Karen Graber

3/6/2008

Russo, Jim

From: Rev Trish Hall [revtrish@cox.net]
Sent: Tuesday, March 11, 2008 7:57 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Water Rate Hikes!

I find the proposed rate exorbitant! I do agree that an increase is probably necessary but 140% ... no!

Also, the approach to this ... stating that only one communication will be sent to users ... would not meet the "open communication" portion of "best business practices." I am sure it saves on printing and mailing which I appreciate, however, I question whether you will receive feedback from a large cross section of users.

Therisia L Hall
1126 Guilford Court
McLean VA 22101

Property address: 1707 Pointe Royale Drive, Branson 65616

3/13/2008

Russo, Jim

From: Bernard Harris [engineerpe@gmail.com]
Sent: Saturday, March 01, 2008 6:32 PM
To: Water.Sewer
Subject: Objection to rate increase ref : Request#QW-2008-0010

I object to the exceedingly high request of Tri-states Utility for a 140% increase in water rates.

When the new meters were installed approximately a year ago, it was understood to be a labor saving move, one man to take readings without leaving his truck, instead of the three men previously employed to read the meter.

However, my cost of water immediately increased on the next billing for about the same volume of water. When I challenged the reading I was told that the old meter was inaccurate. In the thirty one years I have lived in this house I have from time to time, calibrated the water volume used and my calibrations differed only by a very small percentage from the meter reading. The answer from Tri-State was too glib, but I can't prove it.

I would ask the Commission to disapprove this request and approve only an amount in line with the cost of living index.

Bernard L.Harris

Russo, Jim

From: Jay Lang [jay@ajlang.org]
Sent: Thursday, March 13, 2008 4:42 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Tri-States Utility, Inc. request for rate increase qw-2008-0010

Dear Commissioners and Ms. Baker,

Tri-States Utility, Inc requested from the Missouri Public Service Commission in 2006, to expand their area of service to the outlying unincorporated areas in Taney County near Branson. At that time, the PSC Staff recommended the application be approved indicating that Tri-States had the technical, managerial & financial capabilities needed to serve the proposed area. In addition, the staff noted that Tri-States had adequate capacity to provide service to the existing and proposed area and that Tri-States request would not directly require ADDITIONAL INVESTMENT in plant and the expansion of the service area was FINANCIALLY FEASIBLE. (Case No. WA-2006-0241)

The Missouri Public Service Commission approved the Tri-States request based off of this information given to Staff which was provided by Tri-States to the Commissions Staff.

Tri-States Utility expands in 2007 & puts into operation services to the expanded area. In 2008, here comes Tri-States Utility crying the blues that they now need to raise their rates 140%. NOT 5%,NOT 10%, NOT 25%; ONE HUNDRED AND FORTY PERCENT!

Commissioners, who was misled in 2006? Was your Staff given incorrect information by TRI-STATE or did your staff just take their word that they were financially capable to expand their territory and did not do "due diligence" on checking the financial condition and projected cost for the expansion, thus now creating a 140% rate increase to the patrons of the district.

Tri-State Utility states that the increase in the cost of power for pumping, pumping equipment, storage reservoirs, well house, Etc is contributing to the increase but are not these items part of THE PLANT that staff stated would not directly require additional investment if Tri-States utility was granted their expansion request in 2006?

Commissioners, please see thru this new request for what it really is; a business decision based on Greed thinking growth was going to continue at the phenomenal rate it had been going but now has slowed down due to the economy. Now the owners want all the old patrons to pay for their bad decision while keeping their profits and wages the same or increasing. We do not have a lot of choices as to what Water System to use and we are relying on all of you to protect us. Please deny this horrific increase.

Ms. Beverly Harness
1995 Pointe Royale Dr.
Branson, Mo. 65616

3/17/2008

Russo, Jim

From: velma hart [v-hart@hotmail.com]
Sent: Monday, March 17, 2008 10:58 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: QW-2008-0010

I am stating my strong objection to the proposed 140% increase in customer rates for water service. (QW-2008-0010) All the reasons stated for the need of this increase could have and should have been anticipated and saved for in years gone by. This seems like poor management. And why is the increase in the number and type of new customers considered a negative and something that existing customers should pay for? Will new customers not increase revenue for Tri-States Utility? If there was another company to provide water, I would go to them. If the rate increase is not rejected, I would like to have a public meeting.

Sincerely,
Velma Hart
189 Avondale Dr. #5
Branson

Helping your favorite cause is as easy as instant messaging. You IM, we give. [Learn more.](#)

3/17/2008

Russo, Jim

From: Arlin Houck [arlinhouck@gmail.com]
Sent: Thursday, February 28, 2008 1:44 PM
To: Water.Sewer
Subject: Request to deny rate increase

I am requesting that you deny the rate increase requested by Tri-States Utility Inc of Branson MO. Request number QW-2008-0010. While I understand rate increases are necessary at times I feel an increase of 140% is ridiculous.

Thank you.

**Arlin Dean Houck
110 Redbud Street
Branson, MO 6516
arlinhouck@gmail.com**

--

Arlin James

2/28/2008

Russo, Jim

From: Flo Jaenke [msyank@htc.net]
Sent: Thursday, March 06, 2008 8:47 AM
To: Water.Sewer
Subject: Tri-States Utility rate increase

I received a notice from Tri-States Utility, Inc. stating that we were going to get an increase of 140%. I want to protest that. That is robbery.

Florence Jaenke

3/6/2008

Russo, Jim

From: Sandra Jones [ssjones55@hotmail.com]
Sent: Tuesday, March 04, 2008 7:38 PM
To: Water.Sewer
Subject: Re: QW-2008-0010

Public Service Commission
Attn: Water/Sewer Dept

To Whom it May Concern,

This letter is in regards to reference number QW-2008-0010. It deals with the request by Tri-States Utility, Inc., of Branson, Missouri to increase its annual water operating revenues by 140%. We appreciate that increases are necessary over a period of time but this amount is exceptionally high. Unfortunately, we have not received an increase of pay coming into our home. Due to Branson's seasonal employment, I have been laid off all winter and my husband has suffered serious health issues and is now on disability... neither of us having received a 140% increase in any monetary form!

We trust that you will look into this matter and come up with a more appropriate and realistic percent of increase keeping in mind people's cost of living increases and a possible oncoming recession.

Thanks for your help!

Sincerely,

Sandi & Jimmy Jones
417-335-6060

PS - I tried several times to FAX a letter to you before and after hours and it would not go through. Is your FAX number 1-573-751-1847? Again, thanks for you help!

<http://prayercentral.net>

Connect and share in new ways with Windows Live. [Get it now!](#)

3/6/2008

Russo, Jim

From: Nancy Lane [nlane1948@hotmail.com]
Sent: Friday, February 29, 2008 10:48 AM
To: Water.Sewer; mopco@ded.mov.gov
Subject: Tri-State Utility, Inc Rate Increase request.

I realize that there has to be rate increases from time to time. This is a fact of life. But 140% is out of line. Part of their reason for such an increase is new meters installed. The new meters were supposed to be installed to make it easier and quicker for them to get readings. I haven't noticed any changes. The man still comes by and looks at all of the meters once a month. There has been no improvement in the service. We live on top of a hill. Every night our pressure drops to a little stream and sometimes to no water at all. It will stay this way until early the next morning. During this time our water softener is trying to cycle. Sometimes it works....sometimes it doesn't. If the water completely stops during its rinse cycle, we wake up with salt water. I then have to put it through another cycle to clean it out. This also gets into the ice maker and it has to be serviced. I have talked to them about this. They said that they are shutting a booster pump down on a timer to keep the pressure from getting too high below the hill. I know that there are big customers at the bottom of the hill so we get shut down. A fix to this is add more regulators in the line but an easier fix is to put the pump on a timer to shut down in the middle of the night. So, we get our water shut down during the night. If we come home late and want to take a shower....forget it. And our bill will be increased by 140%. This too much increase and will really place a hardship on customers. It is the only water supply so they have us.

Climb to the top of the charts! Play the word scramble challenge with star power. [Play now!](#)

Russo, Jim

From: Casey Lawson [CLawson@daviswrightlaw.com]
Sent: Wednesday, March 12, 2008 8:20 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: QW-2008-0010

To the Water/Sewer Dept and the Office of Public Counsel (Christina Baker)

I am writing in response to the notice I received from Tri-States Utility, Inc. requesting that they receive a rate increase of 140%. I want my objection noted to the proposed increase. Frankly I find it ridiculous that the utility company needs to more than double my water bill. I find it difficult to believe that the utility has been operating fine and then just realized they need to more than double everyone's bills to continue to function. I don't know if that implies stupidity or faulty management on behalf of the utility but I find it hard to justify such a large increase especially when Tri-States does not operate in a water deprived area. I don't know about all the water customer's but I can assume that several if not a majority operate on a budget each month and I know that I don't have the funds to cover a more than doubled water bill and I suspect a large part of the water customers don't either. Unfortunately water is something we need for everyday activities and cannot be easily lived without and I think it is unfair for the utility to use its position as a provider of a necessity and cause a financial hardship on its customers.

I hope that you will consider my comments and not allow the 140% increase which has been requested by the utility.

Sincerely,

Casey Lawson

3/13/2008

Russo, Jim

From: ddlund2@suddenlink.net
Sent: Monday, March 03, 2008 9:31 AM
To: Water.Sewer
Subject: RATE INCREASES

I object to the exceedingly HIGH request of the Tri-States Utility for the 140 % increase in water rates. That is really asking for the moon- is it a get rich quick scream?

When the new meters were installed about a year ago, it was understood to be a labor saving move, one man to take the readings without leaving his truck, rather than 3 guys ride around and read the meters, the same 3 guys are riding around now and we are expected to pay the 140% to do this. Maybe somebody needs an industrial engineer to lay the peoples jobs out.

I am writing this letter to ask that the Commission to disapprove this request and approve only an amount in line with the cost of living index.

Thank you
Darrell Lundberg
1582 Skyview Dr.
Branson, Mo 65616

3/4/2008

Russo, Jim

From: bessymiller@tnresources.com
Sent: Wednesday, March 05, 2008 1:45 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: 140% rate increase is outrageous

Asking for an increase is every company's right, but when you ask for a 140% rate increase, that's GREED! I acknowledge that there are more expenses and changes to be met because of the status of our economy, but asking for a 140% rate increase is beyond comprehension. So, I'm asking your good office to please block such request for a rate increase. The owner of Tri-States Utility needs to reevaluate this outrageous request and needs to come down to her senses!

Bessy Miller
77-6 Angler's Pointe
Branson, MO, 65615

Russo, Jim

From: Leland & Carol Mohesky [moheskyl@fidnet.com]

Sent: Saturday, March 08, 2008 8:18 AM

To: Water.Sewer

Subject: Comments Request # QW-2008-0010

As senior citizens who purchased a condo in September, 2005, we feel an increase is probably justified BUT feel the need for an increase of 140% is too much. It would be very nice if seniors could just request an increase in their income of 140%. It is a given the Utility Co. has increases in cost, we all do, but feel an increase of 140% is gouging the general public. Although we are not living in Branson full time, we are there often and have never encountered any problems with the service. Is this company operating in the red at this time? I don't think so. Why would any Company need an increase of 140%? How is this going to affect sewer bills since the sewer bills are based on the water usage? We live in a medium sized town and our water bills **include** sewer and trash charge; our bill is never over \$32.00. This is with a recent rate increase due to the need to build a new treatment facility. We feel an increase of 140% is exhorbitant.

Leland & Carol Mohesky
1285 Jonathan Ct.
Washington, Mo. 63090

235 Meadowbrook Dr.
Branson, Mo. 65616

3/10/2008

Russo, Jim

From: schelle peper [slpeper@yahoo.com]
Sent: Wednesday, March 26, 2008 2:23 PM
To: Water.Sewer
Subject: Water Increase
Attachments: 3028320135-scan0003.bmp

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3/27/2008

Missouri Public Service Commission
Public Comments

Your comments are appreciated and will be placed in an official file of the Missouri Public Service Commission.

First Name	Ewald
Middle Initial	C
Last Name	Peper
Street Address	124 Bunker #5808 Pointe Royale
Mailing Address (If different from above)	6437 N 433 Adair, OK 74330
City	Branson
State	Missouri
Zip	N/A
County	Taney
Phone	918-785-2649
E-Mail	slpeper@yahoo.com
Utility Type	Water
Utility Company Name	Tri-States Utility, Inc-(Water)
Case/Tracking No.	QW-2008-0010

Public Comments

While we understand upgrades and the cost of installing new systems is expensive and the cost of this needs to be paid by those using it, we feel that an increase of 140 % is just outrageous. We could understand a 50 % increase but an increase of this size is totally unreasonable.

(The above comment field allows only 500 characters. Please attach a separate file, if needed.)

Russo, Jim

From: Pointe Royale [prgolf@msn.com]
Sent: Wednesday, March 26, 2008 9:14 AM
To: Water.Sewer; mopco@ded.mo.gov
Cc: prgolf@msn.com
Subject: Request # OW-2008-0010 by Tri States Utility, Inc.

On behalf of the Pointe Royale Condominium Owners Association and the Pointe Royale Property Owners Association, please consider this a formal protest and request for your action regarding the above referenced rate action.

We represent 650 condo owners and 950 home owners in Branson, many of which are retired and/or on fixed incomes. In considering the substantial request being pursued, our Boards of Directors have asked that we officially request an audit, investigation and public hearing.

While increased operating costs are understandable, it appears that they have failed to mention/address their increased revenues that come with the increased customer base. We expect that your organizations will achieve your missions to ensure that IF an increase is granted, it will be minimal and deserved.

In addition, both of these organizations are large customers as well, in light of the fact that we own over 60 buildings and an 18 hole golf course - all of which depend on this questionably managed company for their water. If we as business people addressed our cash flow position as infrequently as this water company apparently does, I would expect that our management group would all be replaced. Is it time to have more efficient management that could avoid 140% rate increases?

Pointe Royale Property Owners Association Board of Directors
Pointe Royale Condominium Owners Association Board of Directors

142 Clubhouse Drive
Branson MO 65616

respectfully submitted by Jerome Venteicher, Secretary, both Boards

3/27/2008

Russo, Jim

From: julie rahlfscce [juliesjoy@yahoo.com]
Sent: Sunday, March 02, 2008 4:34 PM
To: Water.Sewer
Subject: Tri State Water Utility

We are submitting this email to object to the possibility of an increase in price for the water in the Branson area through Tri State Utility. We have had to replace a hot water heater with 3 years, various water filters. This water has some kind of substances in it (calcium type) that etch into the commodes, it causes awful stuff on the shower door, dishes and glasses, and the taste, well.... I personally went to the Tri State office and asked if there was some kind of filter that could put on the help eliminate this stuff but was told that didn't have to. So we have the expense of replacement as well as to pay for this awful water. It is expense enough!!

I hope that the commission will look at this situation and investigate we are really caught in a trap there is no place to go, no other water company to purchase from.

Thank you for your consideration.

Julie Rahlfs
417365-1616

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3/4/2008

Russo, Jim

From: Rayhons, George AMRDEC/Camber [george.rayhons@us.army.mil]
Sent: Wednesday, March 05, 2008 10:35 AM
To: Water.Sewer
Subject: Request Number QW-2008-0010 (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: NONE

Public Service Commission
Attention: Water/Sewer Department
Reference request number QW-2008-0010

Tri-States Utility is proposing a 140% rate increase for utility water. This increase is excessive and will put hardship on the average water consumer. If there were other provider choices, competition would put Tri-States out of business. An increase of 140% is excessive and an example of poor management and administrative control. Rate increases should track consumers average income increases. An increase more than the annual consumer price index is excessive and should be rejected.

George A. Rayhons

Service Address
4 Cabin Ct. #3
Branson MO. 65616

Mailing Address
15329 Beaufort Ct.
Corpus Christi, TX. 78418
361-949-7252

Classification: UNCLASSIFIED
Caveats: NONE

Russo, Jim

From: Cal and Joyce Robertson [calandjoyce@msn.com]

Sent: Saturday, March 15, 2008 2:13 PM

To: Water.Sewer

Subject: Rate increase

This is in response to the notification of the 140% increase in our water rate request by Tri-States Utility. It appears, on the surface, to be an indication of blatant mismanagement if a utility, or any business organization, has neglected planning and projecting costs to the level displayed by this Utility

The inference in their request is so extreme that it would appear that they will go out of business if they do not receive this ridiculous hike in fees. If they are indeed so poorly managed perhaps it is time for a different ownership group to take over.

Thank you

Cal Robertson
417-336-2219

3/17/2008

Russo, Jim

From: lsanders@sandprop.com

Sent: Wednesday, March 26, 2008 4:46 PM

To: Water.Sewer

Subject: Tri-States Utility, Inc request for rate increase in Branson, MO.

As a water customer of Tri -States at 177 Lancashire in Branson, MO., let me say to you that the requested rate increase borders on being described as obscene.

Even at 4% annually for an inflation guide, which inflation rate has been nowhere close to that figure, figuring 10 years, it is barely over half of the requested amount.

I am opposed to the amount requested. I am opposed to any increase, period.

They are nice folks, but they do not give any service. I had to have a pressure regulator installed to be able to lower the excessive water pressure, as it was reading sky high pressure and causing leaks at connectors, etc. They laughed at me when I requested they regulate the water pressure. I can't now remember for certain, as it has been several years, but it seems to me the pressure was reading over 200 pounds and I think I now have it set at 65 after installing the pressure regulator.

I also had to install my own shut off valve in order to keep my house from being flooded by the excessive pressure. This is a second home and I shut off the water when I leave and before installing my own shutoff they would come along and turn the water back on, telling me it was their meter and shutoff and for me to leave it alone. That was not received too well by me.

I have owned this property for about eight years now.

Lavelle Sanders

Mailing address: 1002 SE C St.

Bentonville, AR 72712

479-273-1855 Bus

3/27/2008

Russo, Jim

From: Bernie [sarbaugh@earthlink.net]
Sent: Sunday, March 16, 2008 8:22 PM
To: mopco@ded.mo.gov
Cc: Water.Sewer
Subject: QW-2008-0010

Attachments: Missouri Public Service Commission.doc



Missouri Public
Service Commis...

Hello,

I have mailed a letter to your office and the Public Service Commission concerning QW-2008-0010 applying to Tri-Lakes Utility, Inc., of Branson, Missouri. The mail has pictures referenced in the attached letter, which is in Word format. Please read the attached letter and view the pictures enclosed in the mailing.

Thank You, Bernie Sarbaugh

March 14, 2008

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

Dear Public Service Commission Representative,

This letter is in response to Tri-States Utility, Inc., (of Branson, Missouri) letter dated February 27, 2008 that concerns a request by their company to increase their customer rates by 140 percent. I strongly object to such an increase that is perceived as totally unjustified to either a commercial or residential customer, and submit the following comments for serious review by the State Commission.

1. Their maintenance is without quality and presents personal hazards all throughout the housing and condominium residential areas (refer to photographs marked 1, 2, and 3 that are enclosed. These are examples of the new water covers they installed and create tripping hazards to people walking on the property. They also look atrocious! The manhole covers are oversized for the manholes.
2. At least five times a year we turn our water on in our homes and the water is red colored and contains dirt and foreign matter even after being treated by a water softener. This can not be sanitary water. My family purchases all drinking and cooking water from commercial water sales at the grocery store.
3. In late 2006 or 2007 there was a water leak near building 43 at Pointe Royale and Tri-States Utility Representatives looked at the water coming out of the ground and stated it was surface water from rain. The management of Pointe Royale had to hire a construction company to come out to create a drain system to direct the water to a normal storm ditch. During the project the construction company and Pointe Royale Maintenance personnel found a supply line belonging to Tri-States Utility who earlier stated they did not have a water line in the area and that is why it was supposed to be surface water. Tri-States fixed their water line and left...with home owners stuck with a \$6,545.89 bill from the construction company that was hired to repair what did not exist. Tri-States has not repaid that money to the homeowners that they are now trying to raise rates by 140 percent. This appears to be an absolutely monopolist type of response and absolutely terrible maintenance that customers pay for services.
4. The company installed new water meters and manhole covers in the fall and early winter of this year and locked out Pointe Royale maintenance staff and owners from water shut-offs during emergency water breaks. Yep, happened at units 18-7 and 18-4 in January and water broke two lines six feet from the manhole meters on the owner's side of the meters. The water filled three manholes and was

running out onto the ground everywhere. The Tri-States maintenance personnel had to come out around 11:00 pm and turn the water off. Guess whose bills were four times their normal January bill! And that then increased their sewage bills relationally, and Tri-States make no effort to adjust billing of either the water or the sewage cost.

5. The Missouri American Water Company who provides services in the northwest part of Missouri installed new electronic water meters approximately three years ago and did not raise their rates to customers and did not expect customers to pay for something that the customer had no say-so in the purchasing decision. So why should Tri-States Utility customers pay for their bad decision and terrible installation of the new equipment? This privately owned company does not appear competitive in any way or form, and probably would not be with their poor customer service and relations.
6. In May of 2006 Tri-States Utility Company installed a new meter servicing building 9 (photo 4) that had (and still has) meters in each of the eight units. The new meter now reads water usage as a single meter and bills the Condominium Property Owners Association for private owner's usage within the building. The remaining home owners have to pay the bills and attempt to collect from the existing meters within the property owner's units. That sure simplifies billing for Tri-States Utility, Inc., and creates instant cost to all other owners. Then the company charged the other homeowners half of the installation for the meter and installation (I believe the cost was over \$1500).
7. Last, some maintenance personnel themselves have thrown grills that were left on a meter manhole onto the ground spilling grill parts, gas bottles, charcoal ashes, and the grill damaging the property. They could easily have just moved it onto the ground and not been so vindictive. Most people would move something off the manhole cover if they realized the problem or had been notified of the problem.

I hope this letter is considered when determining whether or not the company should get to increase their rates. You might also consider how much money they get during December through March each year when water is shut off at many, many, many meters in the condominium areas serviced by the company and paid minimum monthly usage with **NO** water consumed, sounds like pure profit and pocket money. **Most COLA raises each year are well under 5 percent...why should Tri-States Utility Inc., receive years and years of property owner's annual COLAs???** Thanks for taking the time to read these comments and I hope you made it to the end of my whining!

Sincerely,

Bernie Sarbaugh
Tri States Utility, Inc. Customer

Russo, Jim

From: Lloumera@aol.com
Sent: Tuesday, March 04, 2008 9:54 AM
To: Water.Sewer
Subject: request number QW-2008-0010

Thank you for the chance to comment.

Hope this is not too late, and even wonder if the worry matters. I understand Springfield is already paying the price. It seems there is a rush for big money. Our resort "Diamond Resorts" just raised our dues over a hundred dollars, now just behind comes a gigantic water bill raise. We are an "Incorporated " group of RV trailers on small lots next to gigantic four story condos. "Fall Creek Estates". It doesn't matter that we don't even use 2000 Gal of water. I used to watch my meter which never went over unless there was a drought and I used too much to water the plants. Can't watch anymore since the lids are locked shut. The meter readers will be able to read from the street but I will never know.

The super condos use who knows how many gallons. This includes super showers, hot tubs, a half dozen pools, and buried sprinkler systems. I would hope there is consideration for our group being "Residential" and the condos being "Commercial". The majority of our 'Residential' families just use their place as a summer getaway. We have very little upkeep. It is a shame when the old get the squeeze. We probably won't get away from the taxation, will probably have to get out from under the resort. Thanks again for the chance to comment. Louis Schmidt.

It's Tax Time! [Get tips, forms and advice on AOL Money & Finance.](#)

3/4/2008

Russo, Jim

From: sharyn20m@aol.com
Sent: Sunday, March 02, 2008 2:34 PM
To: Water.Sewer
Subject: Rate Case # QW-2008-0010

We recently received notification of a pending rate increase request from Tri-States Utility, Inc located in Branson Mo.

Although we realize that operating costs are rising and the general cost of doing business is on the increase, we feel that a request for a 140% increase is an excessive increase for Tri-State customers to absorb all at once. As a new small business owner in their service territory, this full increase if granted, would have an immediate effect on the ability of our company to operate at a profitable margin.

In the letter from Tri-States Utility, they listed various reasons for the need to increase their rates. One in particular does not appear to be a justification that would merit a rate increase: "increases in the number and types of customers served". This "problem" in fact should be a revenue generating item for the company that would help improve their bottom line. Another item that was listed was "increases in the commission's annual assessments". I can't imagine this cost to the utility would be of a magnitude that would require a 140% increase in rates.

We do agree that Tri-States does have a legitimate case for a smaller rate increase to support system upgrades, normal O&M costs and daily operations. However, we would like to express our objection to such a massive one time rate increase of 140%. Although we do not have access to the Company's Income Statement or Balance Sheet, it would seem reasonable that the company would consider issuing long term debt as a possible solution to raising a portion of the funds that the company is needing to upgrade their infrastructures, etc.

If the Commission Staff determines that a 140% increase is indeed justified, we feel that such a finding should result in a tiered rate phase in plan over a period of at least a couple of years in order to ease the burden on the company's current customers.

Thank you for your time and consideration in this matter. Please feel free to contact us if you have any additional questions that we can address.

M.T.Nester Properties, LLC

Bruce & Sharyn Sisk, Owners
3409 W. 129th St
Leawood Kansas 66209

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3/4/2008

Russo, Jim

From: bob starnes [bcstarnes@suddenlink.net]
Sent: Tuesday, March 18, 2008 10:26 AM
To: Water.Sewer
Subject: Revenue Increase Request QW-2008-0010

We wish to go on record as objecting to the Revenue Increase request QW-2008-0010 filed by Tri-States Utility, Inc. If granted the cost of water usage would increase 140% which is unacceptable.

Point Royale is an area with many part time residents and the installation of locked meter covers has prevented those residents from shutting off water at the meter when gone for long periods of time. This area is now within the city of Branson and would welcome being on Branson water. Although regulated by state standards for water quality, at times we question the quality of our water.

Thank you.
Robert and Carol Starnes
218 Regent Dr
Branson, MO 65616

3/19/2008

Russo, Jim

From: DSWEE99799@aol.com
Sent: Monday, March 03, 2008 7:01 PM
To: Water.Sewer
Subject: REFERENCE TO QW-2008-0010

WE ARE WRITING IN REGUARD TO A LETTER FROM TRI-STATES UTILITY COMPANY (BRANSON) CONCERNING A REQUEST TO RAISE THE WATER RATES BY 140%. WE FEEL THAT PERCENT IS WAY ABOVE ANYTHING FAIR AND REASONABLE FOR OUR CITY. I NOTE THAT THE ALSO PLAN TO REQUEST ADDITIONAL FEES FOR SERVICE CHARGES AND CONNECTION FEES.

PLEASE CONSIDER THIS REQUEST CAREFULLY AND FIND A REASONABLE INCREASE FOR OUR AREA. THE FIGURES IN THEIR "EXAMPLE" USING 6,000 GALS. A MONTH WERE QUITE FRIGHTNING.

THANK YOU,

JOE AND DONNA SWEENEY
560 ABBY LANE #4
BRANSON, MO.

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3/4/2008

Russo, Jim

From: Maurice Upton [theuptonsatbranson@yahoo.com]
Sent: Tuesday, March 04, 2008 8:52 AM
To: Water.Sewer
Subject: Water Increase

To: Whom it may concern:
Ref: Request # QW-2008-0010

I have received a notice that the water company is about to raise our water charges – which will, I presume, increase the sewer rate also. This rate of increase is ridiculous and I protest it highly. There is no justification for an increase of this amount.

They mention several charges they will incur, but that's business and the number of new customers will return finances to the water company covering much of the costs of adding those new customers on. There is no valid reason why the present customers should pay the price to get new customers for the water company.

Please consider and register my comments of complaint as part of the record of this increase request.

Maurice Upton
255 Lancashire Dr
Branson, Mo 65616

417 699 3433

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3/4/2008

Russo, Jim

From: Ken Wolf [Ken@newspace.com]

Sent: Thursday, March 06, 2008 1:58 PM

To: Water.Sewer

I just received a letter from Tri-States Utility in Branson MO. We own a condo in Branson and this letters states that Tri-State is requesting a increase of 140% for water. I can't imagine how anyone can request this large of a price increase. Hopefully the Public Service Commission won't approve this increase.

Sincerely,

Ken Wolf
148 Highland Drive
Branson, MO 65616
Condo Unit 54-4

Home Ph: 636-240-6087

3/6/2008

Russo, Jim

From: woodsbest@charter.net
Sent: Saturday, March 08, 2008 6:41 PM
To: Water.Sewer
Subject: Revenue Increase Request

Due to the housing crisis, the high gas prices, and the high food prices, how do you think the working man will be able to pay for such an outrages increase as what you're requesting??? First of all, all of the meters did not have to be replaced at the same time. And, in my fifty years in management i know for a fact that there is always a good percentage of saving in labor costs and in negotiating better deals on purchases. This high amout of requested revenue increase--just by itself--is plenty of evidence that better management is indicated.

Customer Comment

Date: 3-4-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: BJ Banville

Address: 563 VanBuren Rd, Branson, MO, 65616

Phone Number: 417-339-2355

Comments:

- Help!
- Is on fixed income.
- Is against a 140% increase.

cb

Customer Comment

Date: 3/24/08

Facility: Tri States

Case Number: QW-2008-0010

Name: Caroline Cochran

Address: 281 Wimbledon Dr. #9, Branson, MO 65616

Phone Number: 479-369-2518

Comments: I'm against the 140% increase.

ks

Customer Comment

Date:

Facility: Tri-States

Case Number: QW-2008-0010

Name: Tracy Day

Address: 479 Royalty Lane, Branson, MO 65616

Phone Number: 417-332-0759

Comments: Increase request is exorbitant – could understand a small rate increase

jb

Customer Comment

Date: 3-25-2008

Facility: Tri States

Case Number: QW-2008-0010

Name: George Geisser

Address: 218 & 228 Maple St., Branson, MO 65616

Phone Number: 417-334-7873

Comments:

- Co. put in meters that don't work and is only passing it on to the customers. Co. still has to walk around and read meters manually.
- Is opposed to the increase.

cb

Customer Comment

Date: 3-5-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Opal Gordon

Address: Fall Creek Resort, Branson, MO, 65616

Phone Number: 479-855-7540

Comments:

- Wants to protest the increase
- Doesn't live there and this amount is too much to be raising rates

cb

From: hdarla342@aol.com
Sent: Wednesday, March 05, 2008 4:27 PM
To: DED.mopco
Subject: QW-2008-0010 - Rate Increase

ATTN Christina Baker:

I am writing in response to a letter I received from Tri-State Utility, Inc. Branson, MO 65616 dated February 27, 2008, in regards to request #QW-2008-0010. I understand the need to install new meters, increase in cost of power for pumping etc. However, I find it very hard to understand an 140% increase in one year. I would suggest that this rate be propiated over perhaps 4 years.

As we know the housing market and the economy in general has already taken such a turn making it very difficult for many Americans to even keep their homes and to pay their bills - This news could not come at a worse time for consumers.

We have a condo in Branson. The low utilities have made this a doable option for us. But in recent days job changes and the economy have made it very difficult for our family to make ends meet. I know there are many others in the Branson area in similar situations - So much of the work is seasonal making it difficult on business owenrs and families a like.

Branson seems to be thriving and new constuction going up everywhere. Is such a huge increase really necessary?

Again I do understand the need for increases from time to time are inevitable - I just find it very hard to justify a 140% increase.

I hope expressing our concerns will be heard and make a difference in this decision!

A concerned customer,

Darla Hicks

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Customer Comment

Date: March 3, 2008

Facility: Tri-States

Case Number: QW-2008-0010

Name: Carol Koppel

Address: 1633 Axial Drive, Loveland, CO 80538 (permanent)
132 Estate Circle, Branson, MO 65166

Phone Number: forgot to get

Comments: Terrible increase; outrageous; most people are retired and this will cause great hardship; too high; worked for utility in Colorado and they never requested this high of rate increase

jb

Customer Comment

Date: 3-3-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Joe laQuinto

Address: 158 Troon Dr, Branson, MO, 65616

Phone Number: 810-639-5641

Comments:

- Will put a for sale sign in yard if this rate increase is approved
- Has been there since 1997
- Things are going up but not that much
- Lives in Michigan and if can't meet obligations then will sell the property
- 140% is a big jump and is outrageous
- Property was annexed by the city and taxes have already doubled

cb

Customer Comment

Date: 3-4-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Kristine Loft

Address: 165 Ridgeway Rd, Branson, MO, 65616

Phone Number: 417-339-7393

Comments:

- Is against the increase
- Doesn't understand why Co needs the increase
- Co changed meters that were working fine & now wants to charge customers for them in rates. Is unfair. Should have informed customers of this before meters were changed
- Co is talking about new wells and she doesn't understand why they need them
- New development not going in
- Bills already very high and is surprised at that

cb

Customer Comment

Date: 3-20-2008

Facility: Tri States

Case Number: QW-2008-0010

Name: Robert & Peggy Mans

Address: 169 Camp Dr., Branson, MO 65616

Phone Number: 417-339-2061

Comments:

- 140% is too high.
- Why can't they read meters themselves?
- Why change the meters? It was a waste of money.
- Had an outage Tuesday night and it was raining so they were told by the Co. they would not fix it until the next day. It was not back on until Wednesday.
- They are never contacted when pipes break and they have problems.
- Doesn't drink the water.
- Wants notice when they have no water.
- Bad enough that gas and food prices are going up.

cb

Customer Comment

Date: 3-21-2008

Facility: Tri States

Case Number: QW-2008-0010

Name: Jay Mowry

Address: 255 Wimbledon, Branson, MO 65616

Phone Number: 319-857-4388

Comments:

- Doesn't understand a business that says they need 140% increase.
- Should increase over time – is excessive to ask for 140% all at once.
- Questions management philosophy to need this much.
- 140% - can't understand it and Co. will have a problem justifying 140% now when it was going along good before.
- Inflation, etc not as much.
- Other companies have not increased this much and face the same problems.

cb

Customer Comment

Date: 3-10-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Virgie Neal

Address: 224 Norwood Dr, Branson, MO, 65616

Phone Number: 417-337-5261

Comments:

- Rate increase of this much hurts the customer
- Co may need some increase but 140% is too much
- People are barely making it as it is

cb

Customer Comment

Date: 3-24-2008

Facility: Tri States

Case Number: QW-2008-0010

Name: Ralph Newell – Branson Campground, Inc.

Address: 397 Animal Safari Rd., Branson, MO 65616

Phone Number: 417-334-4414 or 417-334-4123 (cell)

Comments:

- Ineptness is what is causing the increase.
- Have problems w/new meters – had to dig up meter because the handle was broken. Price for backhoe twice was unnecessary.
- He was told backflow doesn't meet requirements so will shut off water June 5th.
- Last year he was without water 8 days – so for a campground this is not service. Co. said reason was part were not available.
- Amount of things the Co. has done to him is multiplied across the system.
- Wonders if utility could be taken over by another provider.
- Wants PSC to come to Branson and hear stories regarding Co.'s business practices. Wants a local public hearing.

cb

Customer Comment

Date: 3/25/08

Facility: Tri States

Case Number: QW-2008-0010

Name: Richard Plum

Address: 206 Maple, Branson, MO 65616

Phone Number: 417-334-3284

Comments: I don't understand why they want 140% raise in our water fees. My bill will go from \$6.60 to \$15.84. Why does 3 inch water meter cost more than 5 inch. A gallon of water is still a gallon of water. I can see a small raise but not 140%. I'm against the 140% increase. It seems they are having the customers fit the bill for new towers & well. We should pay for the water we use not new additions to the facilities.

ks

Customer Comment

Date: March 11, 2008

Facility: Tri-States

Case Number: QW-2008-0010

Name: Betty Prince

Address: 11 Scenic Drive, Apt. 8, Branson, MO 65616

Phone Number: 870-391-6807

Comments: Asking for a huge amount increase, especially with regard to everything else going up. Retiree on a fixed income and her income doesn't increase that much.

jb

From: Short, Dennis [DEShort@landolakes.com]

Sent: Saturday, March 08, 2008 2:50 PM

To: DED.mopco

Subject: Rate Increase Request QW-2008-0010

A rate increase of 140% at one time is astounding! Has there not been any rate increases since the 1920's? Management must have been running deeply in the red to justify this magnitude of a rate increase.

Customer Comment

Date: 2-28-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Louis Sigourney, Sr.

Address: 319 Sunshine Circle, Branson, MO, 65616

Phone Number: 417-239-0388

Comments:

- He is retired with social security only
- Doesn't understand why the water co needs to raise rates this much
- Co doesn't need a rate increase like this

cb

Customer Comment

Date: 2-29-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Hal Smith

Address: 412 Monarch Dr., Branson, MO, 65616

Phone Number: 918-748-8483

Comments:

- Co is trying to shoot to the moon so they get some kind of an increase
- 140% is unconscionable
- Must be mismanagement or a records problem to need that much of an increase

cb

Customer Comment

Date: 3-12-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Charles & Mary Stokenbury

Address: 5 Memory Ln, #3, Branson, MO, 65616

Phone Number: 479-643-3116

Comments:

- Opposed to 140% increase.
- Knows co has to make a living but this area has 600 units so it would generate lots of money.
- Condo is their second home.
- Is a problems when you are retired and on a fixed income.
- Doesn't see how anyone could afford 140% increase.
- Cost of living increase is only 0.23% so everyone would be in a lot of trouble if all utilities asked for 140% increase.

cb

Customer Comment

Date: 3-14-2008

Facility: Tri States

Case Number: QW-2008-0010

Name: Norma Stone

Address: 332 Hunter Ave, Branson, MO 65616

Phone Number: 417-337-9726

Comments:

- Does not want the increase.
- Increase should be something more reasonable – maybe 15% but not 140%.

cb

Customer Comment

Date: 3/3/08

Facility: Tri States

Case Number: QW-2008-0010

Name: Tom Turner

Address: 130 Estate Circle Branson, MO 65616

Phone Number: 417-348-0800

Comments: I'm against the 140% increase it's a bit ridiculous.
Please call regarding a local public hearing

ks

Customer Comment

Date: 3-7-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Delores Viviano

Address: 120 Woodland Dr. North, Branson, MO, 65616

Phone Number: 417-339-1991

Comments:

- Understands need for an increase and not opposed to some, but is opposed to 140%
- 140% increase is outrageous and is too much to swallow
- Everything is going up and people's savings are going down
- There needs to be give and take on both sides

cb

Customer Comment

Date: 2-29-2008

Facility: Tri-States Utility, Inc.

Case Number: QW-2008-0010

Name: Mark Weiz

Address: 386 Dalton Dr., Branson, MO, 65616

Phone Number: 417-335-0931 (cell)

Comments:

- 140% increase is obscene
- Would rather have the City of Branson buy it
- Has frequent outages with reddish clay colored water when flow resumes
- He is a realtor and this will have a negative impact on area development

md