

**Missouri Public Service Commission**  
**Moore Bend Water Company, Inc. Public Comments Report**

**Number of Comments: 11**

Public Comment ID.	Utility Type	Company Name	First Name	Last Name	City	State	Public Comments	Office Receiving Comment	Staff Person	Resolution
P200601256	Water	Moore Bend Water Company, Inc.-(Water)	Maxine	Boze	Cedar Creek	MO	(Pam) Why does this company need a 90% increase? Lived here for a few years and hasn't seen any improvements to the service. Notices grass is mowed around the well 3 times a week. Does the company need more money to mow the grass?	PSC	JMR	Sent generic letter 7-18-06.
P200601294	Water	Moore Bend Water Company, Inc.-(Water)	Ray	Davis	Cedar Creek	MO	Opposes such a high percent increase. Only 25 families live there permanently. On fixed income. Doesn't get good svc-over 1 yr to fix water leak-road finally sunk in and county ended up digging line up.	PSC	BN	7-14-06-Sampled the water at the faucet. No chlorine smell. Foam is caused by faucet aerators and hose nozzles.
P200601245	Water	Moore Bend Water Company, Inc.-(Water)	Mary Ann	Lyschik	Cedar Creek	MO	(Pam) Does not want water company to be able to double their water bills. Feels this is too much for the customer to bear. There are a lot of low income people in the area. Do not allow this increase.	PSC	JMR	Sent generic letter 7-18-06.
P200700037	Water	Moore Bend Water Company, Inc.-(Water)	Ken	Simmons	Cedar Creek	MO	(Pam) Opposes rate increase.	PSC	JMR	Sent generic letter 7-18-06.
Letter	Water	Moore Bend Water Company, Inc.-(Water)	Beverly G.	Jenkins	Cedar Creek	MO	See attached.	PSC	BN	Related to Ray Davis Please see that reply.
E-mail	Water	Moore Bend Water Company, Inc.-(Water)	Danny & Melanie	Gray		MO	See attached.	Both	JMR	Generic e-mail sent 6-29-06
E-mail	Water	Moore Bend Water Company, Inc.-(Water)	Tom & Joyce	Kerr	Cedar Creek	MO	See attached.	Both	JMR	Generic e-mail sent 7-11-06
Letter	Water	Moore Bend Water Company, Inc.-(Water)	Edith P.	Shelley	Cedar Creek	MO	See attached.	Both	BN	Related to Ray Davis Please see that reply.
Letter	Water	Moore Bend Water Company, Inc.-(Water)	W. Leonard	Mathuss	Springfield	MO	See attached.	OPC	JMR	Sent generic letter 7-24-06.

Letter	Water	Moore Bend Water Company, Inc.-(Water)	Ralph M.	Shockley	Springfield	MO	See attached.		OPC	JMR	Sent generic letter 7-24-06.
Letter	Water	Moore Bend Water Company, Inc.-(Water)	Bill	Wallace	Rockaway Beach	MO	See attached.		OPC	JMR	Generic e-mail sent 7-24-06

**Missouri Public Service Commission****Public Comments**

Utility Type	<b>Water</b>
Utility Company	<b>Moore Bend Water Company, Inc.- (Water)</b>
First Name	<b>Maxine</b>
Middle Initial	<b>N/A</b>
Last Name	<b>Boze</b>
Street Address	<b>336 Dallas Rd.</b>
Mailing Address	<b>N/A</b>
City	<b>Cedar Creek</b>
State	<b>MO</b>
County	<b>Taney</b>
Phone No.	<b>N/A</b>
Email	<b>N/A</b>
Case No.	<b>QW-2006-000651</b>
Public Comments Description	<b>(Pam) Why does this company need a 90% increase? Lived here for a few years and hasn't seen any improvements to the service. Notices grass is mowed around the well 3 times a week. Does the company need more money to mow the grass?</b>
Date Filed	<b>6/21/2006 11:50:19 AM</b>

*P 2006 01256*

**Missouri Public Service Commission****Public Comments**

Utility Type	<b>Water</b>
Utility Company	<b>Moore Bend Water Company, Inc.- (Water)</b>
First Name	<b>Ray</b>
Middle Initial	<b>N/A</b>
Last Name	<b>Davis</b>
Street Address	<b>254 Cox Rd.</b>
Mailing Address	<b>N/A</b>
City	<b>Cedar Creek</b>
State	<b>MO</b>
County	<b>N/A</b>
Phone No.	<b>N/A</b>
Email	<b>N/A</b>
Case No.	<b>QW-2006-000651</b>
Public Comments Description	<b>Opposes such a high percent increase. Only 25 families live there permanently. On fixed income. Doesn't get good svc-over1yr to fix water leak-road finally sunk in and county ended up digging line up.</b>
Date Filed	<b>6/30/2006 11:15:07 AM</b>

P200601294

**Missouri Public Service Commission****Public Comments**

Utility Type	<b>Water</b>
Utility Company	<b>Moore Bend Water Company, Inc.- (Water)</b>
First Name	<b>Mary Ann</b>
Middle Initial	<b>N/A</b>
Last Name	<b>Lyschik</b>
Street Address	<b>265 Creez Rd.</b>
Mailing Address	<b>N/A</b>
City	<b>Cedar Creek</b>
State	<b>MO</b>
County	<b>Taney</b>
Phone No.	<b>N/A</b>
Email	<b>N/A</b>
Case No.	<b>QW-2006-000651</b>
Public Comments Description	<b>(Pam) Does not want water company to be able to double their water bills. Feels this is too much for the customer to bear. There are a lot of low income people in the area. Do not allow this increase.</b>
Date Filed	<b>6/19/2006 11:30:34 AM</b>

*P200601245*

**Missouri Public Service Commission****Public Comments**

Utility Type	<b>Water</b>
Utility Company	<b>Moore Bend Water Company, Inc.- (Water)</b>
First Name	<b>Ken</b>
Middle Initial	<b>N/A</b>
Last Name	<b>Simmons</b>
Street Address	<b>243 Tree Grove</b>
Mailing Address	<b>N/A</b>
City	<b>Cedar Creek</b>
State	<b>MO</b>
County	<b>N/A</b>
Phone No.	<b>N/A</b>
Email	<b>N/A</b>
Case No.	<b>QW-2006-000651</b>
Public Comments Description	<b>(Pam) Opposes increase request.</b>
Date Filed	<b>7/11/2006 8:34:05 AM</b>

P200700037

**Russo, Jim**

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**From:** Melanie Gray [dgray@getgoin.net]  
**Sent:** Tuesday, June 27, 2006 4:53 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** reference QW-2006-0006 Moore Bend Water Co increase

In reference to the request for increased rates for the Moore Bend Water Company, Cedar creek, MO:

We are customers of Moore Bend Water Company, and we haul all our drinking and cooking water with us from our primary residence when we stay there. Our water there is usually discolored and has a bad taste. We have not complained a lot about it because we felt like the rates we paid probably wouldn't cover it being corrected. HOWEVER, if our rates are increased, we would expect the old pipes leading to our cabin to be replaced and any other corrections made that would be needed to make our water clear and drinkable again. Please consider this when you make your ruling with Moore Bend Water Company and all decisions concerning their increased water rates. Thank you, Danny & Melanie Gray

6/28/2006

RECEIVED

JUN 22 2006

June 19, 2006

UTILITY OPERATIONS  
DIVISION

Public Service Commission  
att: Water / Sewer dept  
Re: Request # QW-2006-0006

I am writing in response to the Moore Bend Water Co. rate increase of 90% to its customers.

I don't object to a rate increase (but) at 90% - it is way too much! The majority of the full time residents are elderly and on a major fixed income. I for one, and it would put a great burden on my finances of day to day living expenses if a 90% increase was allowed.

There are also, a few people who own property here and do not like the quality of the water, therefore, don't pay a water bill. The water meters are not read on a monthly basis to do a correct account billing. The new owners Brad Swofford knew this water co. was not a profit making business when it was purchased. - as I said before - I'm OK with an increase but at 90% - no.

Sincerely

Beverly M. Jenkins

163 Cox Rd Cedar Creek Mo 65227  
417-794-3789



June 19<sup>th</sup> 2006

## FILE COPY

To Office of The Public Counsel,  
Att Lewis Mills

Now I am writing this in regard  
to the letter I received in  
Moore Bend.

I have lived here full time  
for 14 years. When I first moved  
here the water was really good  
to drink I sure loved it.

The water system now is  
sure bad tasting now and a lot  
of things are wrong.

The guy that is suppose to take  
care of it. He puts so much cheap  
bleach in it you can smell it,  
and it is rotting the clothes +  
burns the skin on your head and  
dries out the skin you can go  
thru a lot of skin location.

The people that has the water  
wells have been told about  
this but nothing has changed.

JUN 23 2006

I'd say 70% of the people  
bring in their drinking water.

And now our wells are hooked  
up across the lake to K. Dock. That  
keep it moving a lot to

You say the cost is high. Of course  
when some water horses &  
creates the trees & garden doesn't  
help any. And some don't even  
pay their water bill

No one reads the meters like it  
should be and just guess at the price  
that they do owe

When you pour a cup of coffee there  
is a ring on your cup it takes soap  
to get it off. You would you like to  
drink this some of us here to. Most  
of us are on a set income so we  
instead of raising the price do something  
to stop the bad water and let us have  
the good water to drink. They just tell  
me it's just the hard water. But  
it was good once upon a time I  
know. Something has to be done

Do something to help us instead  
of raising the price on water

Sincerely Edith Shelley  
242 Gregory Rd

ph# 417-794-3448 Cedane Creek MO  
65622-7396

FILE COPY

July 10-06  
Springfield, Mo

Dear Sir or Madam

In regard to the Moore Bend  
Water Co. price increase. I  
think this is too much. Maybe  
2 or 3 per cent.

I only paid C. N. of Springfield  
11.81 for the month of June.

So I go to the cabin 2 or 3 times  
a month and I think this is too  
much of a price jump.

QW 2006-0006

W. Leonard Mathews

W. Leonard Mathews  
2424 S. Roscoe  
Springfield MO. 65807

JUL 13 2006

2006

FILE COPY

Dear Sir,

In regards to the water Bill for Cedar creek, mo. I think \$15.65 is just to much.

Our water bill in Spfd, mo. is not that high And I do laundry.

We are only there 2 days at a time. From apr. may & june. July & Aug. we only go to mow & check things.

In Nov. we close up for the winter.

We would like to know how you check the water without checking the meter. It is covered with dirt I would like to know the minimum

Ralph & Lois Shockley

JUL 14 2006



Mr. & Mrs. Ralph M. Shockley  
1541 E. Lindberg St.  
Springfield, MO 65804-2420

10 JUL 2006 PM 3 L

SPRINGFIELD MO 658



Office of the Public Counsel  
Attn: Lewis Mills  
Jefferson City, mo. 65102

June 19<sup>th</sup> 2006

reference # QW-2006-0006

To Whom! Public Service Commission  
Water Service Dept.

You I am writing this  
in regard to the letter I  
received. I live full time in  
Moore Bend in Cedar Creek Mo.  
The water system in bad  
water to begin with.

The guy that is suppose to  
take care of it puts so much  
cheap bleach in the water its  
not fit to drink. We have complained  
about this several times. I have  
lived here 14 yrs and since the  
Willis sold out its been bad.

I'd say 40% of the people bring  
in their water in to drink. I

We complain about our skin  
itching & our heads it just burns.

The people that now has their  
water wells have been told  
about this but still nothing.

And now our water is hooked  
up across the lake to K. Park.

Seems to me you say the  
cost of things well let me

tell you our cloths are  
getting striped of color and  
cotton things are sure wearing  
out fast. At my expense

No one reads the meters and  
just charge what they want to  
most of them and some on the  
water lines doesn't even pay  
the bill.

When you pour a cup of coffee  
it leaves such a ring around  
the cup. It takes soap to get it  
off. Now you want to raise  
the price. When most of us  
live on a set income. How are  
we suppose to pay the price of  
the 70% raise in our raise  
when the water is so bad and  
some of us have to drink it any  
way. Now instead of raising  
the price do something to the wells  
so it fit to drink instead of  
hurting our pockets to pay  
more for rotten water.

Sincerely,

ph# 417-794-3448 Edith Shelley

242 Gregory Rd  
Cedar Creek MO 65627-7396

Over  
please

Now this water use to be  
so good to drink I always  
told every one about it.

So now don't tell me there  
isn't something wrong with  
it. Because you can smell  
the bleach and when you  
open up your faucet to get  
water there is a foam on  
top like soap suds. So  
now something is wrong.

Don't raise the price until  
it's fit to drink.

If you don't believe me  
or any one. Just come down  
and see for your selves.

RECEIVED

JUN 23 2006

UTILITY OPERATIONS  
DIVISION

**Dandino, Mike**

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**From:** Stratton, Kendelle  
**Sent:** Tuesday, June 27, 2006 4:59 PM  
**To:** Dandino, Mike; Robertson, Ted  
**Subject:** FW: reference QW-2006-0006 Moore Bend Water Co increase

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**From:** Melanie Gray [mailto:dgray@getgoin.net]  
**Sent:** Tuesday, June 27, 2006 4:53 PM  
**To:** water.sewer@psc.mo.gov; mopco  
**Subject:** reference QW-2006-0006 Moore Bend Water Co increase

In reference to the request for increased rates for the Moore Bend Water Company, Cedar creek, MO:

We are customers of Moore Bend Water Company, and we haul all our drinking and cooking water with us from our primary residence when we stay there. Our water there is usually discolored and has a bad taste. We have not complained a lot about it because we felt like the rates we paid probably wouldn't cover it being corrected. HOWEVER, if our rates are increased, we would expect the old pipes leading to our cabin to be replaced and any other corrections made that would be needed to make our water clear and drinkable again. Please consider this when you make your ruling with Moore Bend Water Company and all decisions concerning their increased water rates. Thank you, Danny & Melanie Gray

7/18/2006



**Russo, Jim**

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**From:** Tom Kerr [cdrcrkmo@hughes.net]  
**Sent:** Monday, July 10, 2006 11:03 AM  
**To:** mopco@ded.mo.gov; Water.Sewer  
**Subject:** Moore Bend Water Co. rate increase

RE: Moore Bend Water Co. rate increase proposal

The Moore Bend Water Co. submitted a request for a rate increase to the Missouri Public Service Commission on May 25, 2006. Per a letter to the Moore Bend Water Co. customers, the request is for an approximate 90% increase. As stated in the letter, the increase *"is necessary due to increases in operation and maintenance expenses and an adequate return on investment"*. The letter also states *"the Company recognized that changes to its service charges, connection fees, general business practices, customer service practices and general tariff provisions, and the design of its customer rates, might occur"*.

I have no doubt a rate increase is needed. The cost of operations has surely gone up along with everything else over time. I am concerned, however, that an increase nearly doubling the cost to the customer has been requested and requested without spreading such an increase over time. I am not very familiar with public water rates in other areas, but I do know that typically water rates of this proposed magnitude include services the Moore Bend Water Co. does not currently offer. Services such as water purification, fluoride treatment and most importantly, fire hydrant service. So, why should the Moore Bend Water Co. be allowed to charge rates equivalent to utilities offering far more service? Is the company proposing the addition of such services? Not in the letter I received. It only increases in fees - to the tune of "approximately 90%".

I have been a Moore Bend Water Co. customer for nearly 4 years. During that entire time, the only communication I have received from the company was the monthly bill - until I received notification of a rate increase request dated June 15, 2006. Subsequent to that letter, I have received an annual water quality statement for the year 2005. Is it coincidental that this water quality report showed up at this time? I think not.

In addition to the above concerns, the Moore Bend Water Co. services is a lakeside community consisting of roughly 90% weekend only residents. This means about 90% of the customer base pays the minimum water rate. Stated differently, about 90% of the customer base places very little demand on the water system. With this rate increase, at least 90% of the customer base will pay double what they pay today. I'm not too good with figures, but somehow that seems to come out as an even higher increase than "approximately 90%" as stated in the letter.

As a Moore Bend Water Co. customer, it is my request that a public hearing be held by the Moore Bend Water Co. and the Missouri Public Service Commission in or near the Moore Bend community to allow the company, the PSC and Moore Bend residents to address the issue before the PSC makes a determination regarding this rate increase request.

Thomas Kerr  
432 Cox Rd.  
Cedarcreek, Mo. 65627

7/10/2006

(417) 794-8513

7/10/2006

**Dandino, Mike**

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**From:** Stratton, Kendelle  
**Sent:** Monday, July 10, 2006 11:45 AM  
**To:** Dandino, Mike; Robertson, Ted  
**Subject:** FW: Moore Bend Water Co. rate increase

I will print copy and put in file.

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**From:** Tom Kerr [mailto:cdrcrkmo@hughes.net]  
**Sent:** Monday, July 10, 2006 11:03 AM  
**To:** mopco; water.sewer@psc.mo.gov  
**Subject:** Moore Bend Water Co. rate increase

RE: Moore Bend Water Co. rate increase proposal

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7/18/2006

allow the company, the PSC and Moore Bend residents to address the issue before the PSC makes a determination regarding this rate increase request.

Thomas Kerr  
432 Cox Rd.  
Cedarcreek, Mo. 65627

(417) 794-8513

7/18/2006

**Russo, Jim**

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**From:** Joyce Kerr [jokerr@hughes.net]  
**Sent:** Monday, July 10, 2006 9:26 AM  
**To:** Water.Sewer  
**Subject:** Request QW-2006-0006

Re: QW-2006-0006

I have been a customer of Moore Bend Water Co for four years. During that time I have never received any communication from them except a monthly bill.

I can understand the need for a rate increase. I am skeptical about a 90% increase. Many of the patrons of Moore Bend Water Co are retired elderly on fixed incomes. A gradual increase seems a more appropriate application.

I request a public hearing. If my water bill is going to increase my 90%, I would like to hear what plans are being made to improve quality of water or quality of service; or if this 90% increase will simply be a return on investment?

Joyce Kerr  
432 Cox Rd  
Cedar Creek MO  
417-794-8513  
joker@hughes.net

7/10/2006

**Dandino, Mike**

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**From:** Stratton, Kendelle  
**Sent:** Monday, July 10, 2006 10:05 AM  
**To:** Dandino, Mike; Robertson, Ted  
**Subject:** FW: Request QW-2006-0006

I will print a copy for file.

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**From:** Joyce Kerr [mailto:jokerr@hughes.net]  
**Sent:** Monday, July 10, 2006 9:28 AM  
**To:** mopco  
**Subject:** Request QW-2006-0006

Re: QW-2006-0006

I have been a customer of Moore Bend Water Co for four years. During that time I have never received any communication from them except a monthly bill.

I can understand the need for a rate increase. I am skeptical about a 90% increase. Many of the patrons of Moore Bend Water Co are retired elderly on fixed incomes. A gradual increase seems a more appropriate application.

I request a public hearing. If my water bill is going to increase my 90%, I would like to hear what plans are being made to improve quality of water or quality of service; or if this 90% increase will simply be a return on investment?

Joyce Kerr  
432 Cox Rd  
Cedar Creek MO  
417-794-8513  
joker@hughes.net

7/18/2006

**Dandino, Mike**

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**From:** OPC Service  
**Sent:** Wednesday, May 24, 2006 4:20 PM  
**To:** Dandino, Mike  
**Subject:** FW: Rate increase

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**From:** Bill Wallace [mailto:[bwallace@proaudio.com](mailto:bwallace@proaudio.com)]  
**Sent:** Wednesday, May 24, 2006 3:32 PM  
**To:** OPC Service  
**Subject:** Rate increase

We are new to the area and are somewhat shocked at the news of a difference in Summer and Winter "rates" and now you inform us that there will be an additional \$11.11 for something so ambiguous as an "increase in jurisdictional annual gross revenue". Try giving your customer base a reason to stay instead of telling them that we just need more money so we are going to bill you more money just because we can. In any other business, that is called price gouging.

Sincerely,  
Bill Wallace  
Rockaway Beach

7/18/2006