

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

**Empire District Electric Company (Water) Informal Case Number QW-2005-0012**

Public Comment ID.	Utility Type	Company Name	First Name	Last Name	City	State	Public Comments	Office Receiving Comment	Staff person	Resolution
P200600022	Water	Empire District Electric Company, The-(Water)	Mike	Bauer	Aurora	MO	Opposed to 38% increase. Wells are contaminated. Flooding at business due to company not cleaning out storm drains.	PSC	BN	Explained the rate case procedure and that the storm water drain problem is the city's problem, not the water company.
P200600024	Water	Empire District Electric Company, The-(Water)	Joyce	Faulk	Verona	MO	Opposed to 38% increase in water. Bill this month was \$45.00. With increase it will be \$60.00. Has two water meters on property. One for home and one for cattle. Please deny this increase.	PSC	SLR	Letter sent 8-25-05.
P200600018	Water	Empire District Electric Company, The-(Water)	David	Flinn	Aurora	MO	Elderly can't afford increase. Upset that the Commission would even think about this. Can't make ends meet with utility bills.	PSC	SLR	Letter sent 8-25-05.
P200600034	Water	Empire District Electric Company, The-(Water)	Lloyd	Garoutte	Marionville	MO	Don't deserve a raise. Water is rusty. Has to replace water filter every 2 months. Has to drink bottled water. Water ruins clothes. Co. needs to repair instead of asking for an increase.	PSC	BN	He has complained about rusty water in the past. The main has been extended and a flush valve installed. He opened a yard hydrant and no rusty water came out. The Company flushed the main at my request.
P200600033	Water	Empire District Electric Company, The-(Water)	Pat	Gibbons	Highlandville	MO	Opposed to rate increase. Has car wash in Marionville, MO. & this will raise rate from 1.87 to 3.89. This is a 98% increase in rates.	PSC	SLR	Letter sent 8-25-05.
P200600023	Water	Empire District Electric Company, The-(Water)	Tammy	Gomez	Verona	MO	Jeri/OPC called up w/ info provided by Ms. Gomez: She is against the rate increase, because water bill is already too high. She is poor.	PSC	SLR	Letter sent 8-25-05.
P200600021	Water	Empire District Electric Company, The-(Water)	Joseph	Goodman	Marionville	MO	(Pam) Opposes rate increase. Feels Empire is using this to increase their electric rates too. People are having a hard enough time making ends meet without utilities increases.	PSC	SLR	Letter sent 8-25-05.

P200600032	Water	Empire District Electric Company, The-(Water)	Denney	Harmon	Aurora	MO	Ditch in front of house floods. Two out of 6 wells are contaminated. Improvements have not been done in Aurora. Opposed to rate increase.	PSC	BN	Explained the ditch is the city's problem. The contaminated well is mixed with the water from the other wells, which dilutes the contamination and allows the water to meet testing standards.
P200600025	Water	Empire District Electric Company, The-(Water)	Les	Medlin	Marionville	MO	(Pam) Opposes rate increase. Could understand a much lower request. Feels company is asking for too much of an increase at this time. Several people in the area are elderly and on fixed incomes.	PSC	SLR	Letter sent 8-25-05.
P200600026	Water	Empire District Electric Company, The-(Water)	Dick	Montgomery	Marionville	MO	(Pam) Opposes such a high increase that the company is requesting. Elderly and on a fixed income. This will cause a hugh problem for this town.	PSC	SLR	Letter sent 8-25-05.
P200600030	Water	Empire District Electric Company, The-(Water)	Charles	Ostrout	Verona	MO	(Pam) Opposes rate increase. This increase will not only cause water bill to go up but will make sewer bill go up too. On a fixed income. Can understand a 10% or less increase.	PSC	SLR	Letter sent 8-25-05.
P200600016	Water	Empire District Electric Company, The-(Water)	Lisa	Schissmacher	Aurora	MO	(Pam) Can understand a small increase but the Company needs to take care of current problems they are having. Such as on this street there is a storm drain that cause the street to flood and causing her yard to fall in. Has reported to the Company.	PSC	BN	Explained the rate case proceedure and that the storm water drain problem is the city's problem, not the water company.
P200600019	Water	Empire District Electric Company, The-(Water)	Barbara	Smith	Aurora	MO	(Pam) Opposes proposed rate increase.	PSC	SLR	Letter sent 8-25-05.
P200600020	Water	Empire District Electric Company, The-(Water)	Kirby	Smith	Aurora	MO	(Pam) Opposes rate increase.	PSC	SLR	Letter sent 8-25-05.
P200600035	Water	Empire District Electric Company, The-(Water)	William	Snyder	Aurora	MO	Customer states that a 38% increase is unacceptable for the water service currently provided. Customer has not noticed any improvements that Co claims they have done-the entire town of Aurora has a miserable water situation.	PSC	SLR	Letter sent 8-25-05.

P200600031	Water	Empire District Electric Company, The-(Water)	Donna	Toppass	Aurora	MO	(Pam) Opposes 38% proposed rate increase. On a fixed income. This will hurt the town and make people move away or not move here. Feels company is asking for too much at one time. Company needs to manage their money better - she has to.	PSC	SLR	Letter sent 8-25-05.
P200600027	Water	Empire District Electric Company, The-(Water)	Joyce	Tracy	Marionville	MO	(Pam) Opposes rate increase. What justifies the increase? Is this huge increase necessary?	PSC	SLR	Letter sent 8-25-05.
P200600017	Water	Empire District Electric Company, The-(Water)	Jacques	Vincilione	Aurora	MO	(Pam) Opposes rate increase. Will be a hardship on individual with a fixed income.	PSC	SLR	Letter sent 8-25-05.
Email	Water	Empire District Electric Company, The-(Water)	Shirley & William	Barbour	Marionville	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Letter	Water	Empire District Electric Company, The-(Water)	Pauline	Batson	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Letter	Water	Empire District Electric Company, The-(Water)		BCP Ingredients	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Email	Water	Empire District Electric Company, The-(Water)	Raymond & Donna	Benton	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Letter	Water	Empire District Electric Company, The-(Water)	Leona	Cunningham	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Email	Water	Empire District Electric Company, The-(Water)	DF	Eukel	Mount Vernon	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Email	Water	Empire District Electric Company, The-(Water)	Dan	French	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Email	Water	Empire District Electric Company, The-(Water)	N. Jane	Goodman	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Email	Water	Empire District Electric Company, The-(Water)	Laura	King	Aurora	MO	See attached	PSC	JMR	e-mail sent 8-25-05.
Email	Water	Empire District Electric Company, The-(Water)	Gary & Margaret	O'Hara	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.
Letter	Water	Empire District Electric Company, The-(Water)	Naideen	Smith	Marionville	MO	See attached	PSC	BN	I explained the odor problem in the water was because of her hot water heater. I had her smell water from the outside faucet. I then explained the procedure for correcting the odor problem with her hot water heater.
Email	Water	Empire District Electric Company, The-(Water)	L. Jean	Smith	Aurora	MO	See attached	both	SLR	Letter sent 8-25-05.
Letter	Water	Empire District Electric Company, The-(Water)	Richard	Waltrip	Aurora	MO	See attached	PSC	SLR	Letter sent 8-25-05.



**Commissioners**

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**STEVE GAW**

**ROBERT M. CLAYTON III**

**LINWARD "LIN" APPLING**

**Missouri Public Service Commission**

POST OFFICE BOX 360  
JEFFERSON CITY MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

**WESS A. HENDERSON**  
Executive Director

**ROBERT SCHALLENBERG**  
Director, Utility Services

**WARREN T. WOOD**  
Director, Utility Operations

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**DANA K. JOYCE**  
General Counsel

August 25, 2005

Mr. & Mrs. William Barbour  
308 Central Street  
Marionville, MO 65705

**SUBJECT:** Empire District Electric Company Rate Increase Request

Dear Mr. & Mrs. Barbour,

I am sending this letter in response to the comments you submitted regarding the above-referenced subject. Please be advised that the rate increase request you commented upon is simply that, a request by the Company. A rate increase will not occur unless the Commission approves one, and that will not happen unless the Staff of the Commission has submitted a recommendation for approval of an increase to the Commission.

The Staff is currently auditing the Company's books and records to determine if it believes a rate increase is warranted. The Staff is also conducting reviews of the Company's service charges and connection fees, the Company's operation of its utility facilities, the Company's business operations and the Company's tariff provisions to see if any changes regarding those matters are warranted. When the Staff's audit and reviews are completed, the Staff will work with the Company, and the Office of the Public Counsel, in an attempt to reach an agreement regarding the Company's request.

If at least the Staff and the Company reach an agreement regarding the Company's request, proposed tariff revisions, a written agreement and a Staff recommendation for approval of the tariff revisions and the agreement will be submitted to the Commission for its consideration. Depending on whether the Public Counsel joins in the agreement, if one is reached, a notice regarding the results of the agreement may or may not be sent to the Company's customers. If an agreement regarding the Company's request is not reached between at least the Staff and the Company, no rate increase will occur.

Thank you for taking the time to submit your comments regarding the Company's request, and again please note that a rate increase will not occur unless the Commission approves one.

Sincerely,

A handwritten signature in cursive script that reads "James M. Russo".

James M. Russo  
Assistant Manager – Rates  
Water & Sewer Department

**Russo, Jim**

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**From:** Angel Fish [angelfishes2002@yahoo.com]

**Sent:** Friday, July 15, 2005 11:44 AM

**To:** water.sewer@psc.mo.gov

**Subject:** Re Water Bill increase

I am writing to inquire why my water bill doesn't decrease during the winter months when I am not living at this residence and have my water turned off. I pay almost the same year round.

I agree that you need improvements (water in Marionville is terrible), but I think a 38% increase is too much.

Shirley and Wiliam Barbour  
308 Central Street  
Marionville, MO 65705

Old age is like a bank account: you withdraw  
from what you've put in.

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8/23/2005

Monthly Bill for 6,000 Gallons	Minimum Charge	Commodity Charge/Unit	Usage (Billed per 1,000 gallons)	Total Commodity (Commodity Chg X Usage)	Total Bill (Min Chg + Total Commodity)
Proposed Rates	\$ 11.52 (includes 1,000 gal.)	\$ 3.89	5	\$ 19.45	\$ 30.97
Current Rates	\$ 7.52	\$ 2.50	6	\$ 15.00	\$ 22.52
Difference	\$ 4.00	\$ 1.39		\$ 4.45	\$ 8.45
Percentage Difference from Current Rates					37.52%

Note: The proposed rates include the first 1000 gallons usage in the minimum charge. Current rates include a minimum charge with no usage.

A service connection charge for a new location (3/4" or less single meter) of \$580 is being proposed.

I don't want any higher water Bill.  
I live alone. Its plenty the way it is  
I sure ~~am~~ happy the way it is.  
My husband is deceased. No one  
here but me.

Pauline Batson

RECEIVED

JUL 22 2005

UTILITY OPERATIONS  
DIVISION

# BCP Ingredients

A Balchem Company  
Verona Plant

July 22, 2005

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

Ref: Request number QW-2005-0012

Commission Staff:

BCP Ingredients Inc. protests the request of Empire District Electric Company's water rate increase (request number QW-2005-0012).

BCP Ingredients Inc. is a manufacturer and part of a small publicly traded company that represents an estimated 3-4% of the gross revenue for water use to Empire District Electric Company, Water Service Department. BCP paid Empire \$44,000 in 2004 and is on track to pay \$64,000 in 2005.

In 2003, Empire District Electric was granted approval for a substantial increase usage charge from \$1.87 to \$2.50 / 100 K gallons. That was a 33.6% increase. Now, 2 years later, Empire is again asking for a substantial increase, from \$2.50 to \$3.89 /k gallons, a 55.6% increase! If this new increase is approved by early next year, then the PSC would have allowed an annual increase from 2003 to 2006 of over 27% per year ( $\$1.87 \times 1.27 \times 1.27 \times 1.27 = \$3.83$ , or just under the requested increase.)

I am manager of small for profit manufacturing business. BCP Ingredients would not stay in business trying to pass along 27% annual price increases. To the best of my knowledge, OPEC is about the only organization that can get away with 27% annual increases. Empire District must learn how to operate their businesses efficiently and effectively and within the budget of the customers they serve. I doubt if any people in the village of Verona, located next to the BCP facility, are seeing 27% more value in their water service from one year to the next.

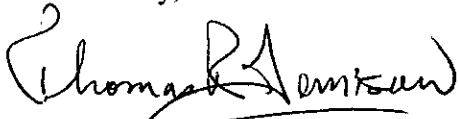
Empire has been taking depreciation as an expense. That depreciation is a return of capital Empire previously invested in its water systems. Those depreciation monies should be the funding source their \$1.4 million improvements that they have made. Even taking a \$1.4 Million loan, one would be looking at most at a \$100,000 interest payment and a \$70,000 payment for depreciation (principal). Thus, one could conclude that there is a \$352,835 (\$522,835 request less \$170,000 for capital improvements) overstatement in their request for a rate increase. The wage increases at BCP run similar to the CPI (Consumer Price Index) or about 3%, a far cry from the 27% increase Empire is requesting.

RECEIVED  
JUL 25 2005  
UTILITY OPERATIONS  
DIVISION

If Empire is spending money putting in systems for new housing developments, it needs to find a fair funding mechanism that does not put the cost burden on the customers that obtain no benefit from it.

I ask that the PSC carefully evaluate Empire's request from the point of view of benefit versus cost burden.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas R. Jemison". The signature is fluid and cursive, with a large initial "T" and a stylized "J".

Thomas R. Jemison  
Director - Verona Operations

Cc: Office of the Public Counsel  
Attn: M. Ruth O'Neill  
P.O. Box 2230  
Jefferson City, MO 65102



**Russo, Jim**

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**From:** Ray Benton [rbentonmo@cox.net]  
**Sent:** Monday, July 25, 2005 10:10 PM  
**To:** water.sewer@psc.mo.gov  
**Cc:** mopco@ded.mo.gov  
**Subject:** request QW -2005-0012

Public Service Commission  
Attention Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102  
Phone: 800-392-4211  
Fax: 573-751-1847

Commissioners,

The Empire District Electric Company has requested a 38% annual increase in their water rates! Such a large increase, to us, seems to defy good reasoning! Empire justifies their request in various ways and I am sure they have need of a rate increase. Empire can not continue to provide their fine services if they can not periodically adjust their rates but such a large increase request must surely be disapproved!

While Empire and the public desire a well maintained and up to date first class water system we believe that such a drastic increase in water rates is of the excess and will cause hardships to the majority of Empire's customers. This is especially true for those of us who are fixed rate seniors who can only expect an annual cost of living increase of less than 3%. Most or all of that 3% annual Social Security increase is reclaimed by various Federal rate increases so we end up paying any water rate increase no matter it's size, out of an already stressed budget. Percentage wise Empires increase request is about 12.67% times my wife and my annual Social Security increase. That says a lot!

We find it necessary to have a garden and to put it by in order to make ends meet. We use a lot of water in dry years like this one! Increases in water rates will impact us greatly! We Would like to request, for comparison, a bill using last month's or this month's water usage recalculated under the requested rate increase specifics! This is the only way we can judge the true impact on us! I believe such a comparison should have been included with the letters sent out to all of Empire's customers, in addition to the specifics provided!

I am suggesting that a cost plus basis might be a fair yard stick in determining a reasonable and practical method in determining Empire's annual granted rate increases.

The Small Business Steel Fabricating Companies I used to work for were delighted to get jobs on a Cost Plus 3% basis. Those 3% over cost projects were contracted back in the sixties. If you figure inflation is now 5 times what it was back then perhaps a maximum rate increase percentage would be 15%?

Respectfully Submitted,

Raymond and Donna Benton  
621 West Elm Street  
Aurora MO 65605  
Phone: 417-678-7766  
E-mail: [rbentonmo@cox.net](mailto:rbentonmo@cox.net)

8/23/2005

The following contact information included for my records:

Cc: Office of Public Counsel

Attn: M. Ruth O'Neill

P.O. Box 2230

Jefferson City, MO 65102

Phone: 573-751-4857

Fax: 573-751-5562

8/23/2005

**Russo, Jim**

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**From:** DF EUKEL [rabbi@eukel.org]  
**Sent:** Sunday, July 24, 2005 10:17 PM  
**To:** water.sewer@psc.mo.gov; mopco@ded.mo.gov  
**Subject:** QW-2005-0012 Increase in Water Rates Requested by Empire District electric Company

Public Service Commission  
Counsel  
Attn: Water/Sewer Dept.  
PO Box 360  
Jefferson City, MO 65102  
65102  
Phone: 800.392.4211  
Fax: 573.751.1847  
eMail: water.sewer@psc.mo.gov  
mopco@ded.mo.gov

Office of the Public

Attn: M. Ruth O'Neill  
PO Box 2230  
Jefferson City, MO  
  
Phone: 573.751.4857  
Fax: 573.751.5562  
eMail:

Reference # QW-2005-0012

Shalom ...

We received by postal mail the Initial Customer Notice dated July 14, 2005 which informs us as a customer that The Empire District Electric Company (Company) submitted a request dated June 24, 2005 to the Missouri Public Service Commission (Commission) for an increase in its water rates, under the Commission's small company rate increase procedure.

We own several rental investment properties served by the Company. Our operating expenses have increased. Should we ever send our tenants a notice that the rent was going to increase 38% so that we could recover our investments in improvements, upgrades and additions ... well, it should be obvious what the response and action would be. We would have vacant and non-income producing properties. Our general business practices have to work within the rent rates we have set for current tenants. If the tenant stays for the next 10 years or more, the rental rate would remain the same for that entire period. Should we make adjustments between rental occupancy changes it would still have to remain competitive in the marketplace for comparable rental properties.

Sadly, we can not change the location of our rental investment properties.

We strongly object to the size of this rate increase. We trust that the

Commission recognizes something is grossly amiss in the general business practices of the Company to suggest "the increase is necessary."

Sincerely,



**DF Eukel**

<http://www.EUKEL.us>

541 Country Lane Mount Vernon, MO 65712

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Version: 7.0.338 / Virus Database: 267.9.4/57 - Release Date: 7/22/2005

8/23/2005

**Russo, Jim**

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**From:** Dan French [dfrench@mo-net.com]  
**Sent:** Thursday, July 21, 2005 3:02 PM  
**To:** water.sewer@psc.mo.gov  
**Subject:** Empire District Electric proposed water rate increase

These comments relate to The Empire District Electric Company's request to increase water rates in Aurora, MO.

According to the company's communication with its customers dated July 14, 2005, it is seeking an increase in revenues of approximately \$522,835, or 38 percent. While the company did not specify whether the increases apply to Aurora, Verona, and Marionville, or some combination of those communities, I am assuming for purposes of these comments that all three communities would be affected by the proposed rate increase.

The Commission previously authorized a water revenue increase for Empire District Electric effective December 23, 2002 in the amount of \$358,000 or approximately 33 percent. The company had requested a revenue increase of \$361,000. This raised the water bill for a customer using 6,000 gallons per month from \$16.84 to \$22.52. In granting this increase, the Commission allowed almost all of Empire's initial revenue increase request.

Empire's June 24, 2005 request for a 38 percent increase, if granted, would mean the company's revenues would increase by almost 84 percent since December 22, 2002. While utilities often cite, as did Empire, "improvements, upgrades, and additional extensions which have been made to meet the growing needs of our customers," I suggest that any business enterprise outside regulated utilities which attempted to impose price increases totaling over 80 percent in less than three years would be driven out of the market place. Should regulated utilities be exempt from the normal practices of the marketplace?

Empire, like other businesses, should be required to manage its operations so that efficiency and planning lead to price increases that are reasonable and tolerable in the market place. I do not believe that its status as a regulated utility should allow it to burden its customers with unreasonably excessive rate increases.

While I do not know specifically what legal requirements are imposed upon the Commission's consideration of these revenue increase requests, I suggest that the Staff of the Commission should go beyond "a thorough review of the books and records of the company." If legally permissible, the Commission Staff might be enlightened by a review of management planning, practices, and efficiency. These kinds of rate increases really cannot be justified by a company that is operating efficiently in an economic environment of two to three percent annual inflation.

Dan French  
509 South Carnation  
Aurora, Missouri 65605

**Russo, Jim**

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**From:** Douglas Goodman [njglaw@yahoo.com]

**Sent:** Thursday, July 21, 2005 7:18 PM

**To:** water.sewer@psc.mo.gov

**Subject:** Empire District's proposed Rate Increase for Water for Aurora, Missouri

Please count me in as protesting the proposed 38% water rate increase for the citizens of Aurora, Missouri, by Empire District Electric. According to the Census Bureau (2000), the average income in the State of Missouri was \$43,955, while in Aurora it was a mere \$25,118. Further persual of Census Data indicates that a large percentage of Aurora, Missouri, are senior citizens, whose sole income is Social Security. As a citizen of Aurora, I have seen our town decline in the last decade due to the closing of our largest employer, Little Tikes. Younger people have left our town to seek better opportunities. This enormous increase will place a burden upon those who are left that is inexcusable. It will be most difficult for Empire District to see much of an effect of rate increases when our senior citizens are forced to move to surrounding towns with more favorable conditions. For example, check out the minimum water usage rate for Monett, which is in close proximity and has flourished. Citizens need to be shown exactly where the money is being expended. This is an outrage and is simply intolerable!

N. Jane Goodman, Juris Doctor of Law  
519 West College  
Aurora, Mo 65605

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8/23/2005

**Russo, Jim**

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**From:** Luanne [hotshears@yahoo.com]  
**Sent:** Sunday, July 17, 2005 12:24 PM  
**To:** water.sewer@psc.mo.gov; mopco@ded.mo.gov  
**Subject:** rate increase

To Whom it may concern:

I am a small business owner and also a home owner in Aurora, Mo. As you well know we are a small struggling community like most areas are at present. Our population has a lot of retired residents. I understand you need a rate increase to catch up with your losses- but if I raised my hair cuts 38% I would hear a lot of screaming. Which I am sure you already have, At least I hope you have. Plus loss of business would be astronomical for me ending in either having a much more reasonable rate increase each year rate or closing my business doors. We have no competitive companys who we have a choice to buy our water and electric, do we? Hitting Consumers with such an amount all at once in an already "down in the dumps" community is outrageous. How much more can people be asked to take out of their pockets to keep huge corporations afloat. Maybe you need to do some cutting back at the top instead of starting with us little guys. It is a sad world when older citizens on fixed incomes, without pension plans-living on meager Social Security Benefits have to decide whether they can pay for their Meds, food or utilities-a choice, God willing, you and I never have to make...but who knows what tomorrow will bring. Think about a more reasonable rate increase, even half of that wouldn't be such a kick in the teeth.

Thank you,  
A concerned consumer & citizen in Aurora  
Luanne King  
417 678-4878

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**Russo, Jim**

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**From:** Margaret & Gary O'Hara [gmoh@mo-net.com]  
**Sent:** Monday, July 18, 2005 9:18 PM  
**To:** water.sewer@psc.mo.gov; mopco@ded.mo.gov; water commossopm  
**Subject:** water raise

We received a letter fro Empire Electric that they are proiposing a rate increase of 37.52% in Aurora, Mo. My husband and I are retired and on a fixed income and our Social Security only goes up about 2% a year. We count on our garden to help supply us with our food. That requires water, which has been high for us already since there has been quite a drought in our area. Last month our water bill was \$35 and I expect it to be about twice as much this month. We don't hardly know how we can pay it for this month, let alone if they raise it. We do not water our lawn and only wash once a week and shower every other day, so as you can see, we try to conserve on our water. How do you expect people on a fixed income to servive when everything keeps going up.

Sincerely, Gary & Margaret O'Hara 517 E. Kirkwood Dr. Aurora, Mo. 65605 Phone 678-1032

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8/23/2005



**Russo, Jim**

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**From:** jsmith@mo-net.com  
**Sent:** Monday, August 22, 2005 6:10 PM  
**To:** water.sewer@psc.mo.gov  
**Subject:** Increase in water rates

Dear Public Service Commission:

My husband and I live in Aurora, MO. with water supplied by Empire District Electric Co. I feel that I already pay an exorbitant rate for my water. People like us, who use water wisely and do not waste water are punished for doing so and those who waste water do not pay so much by our water company being able to raise the base rate substantially. For example: If you use only 1000 gallons you are charged \$10.98 per the 1000 gal.; If you use 2000 gallons you are charged \$6.74 per 1000 gal.; and if you use 3000 gallons you are charged \$5.38 per 1000 gal. The water company should not be able to raise the base rate. They should only be allowed to raise the useage charge. Most of the year, unless we have company, we only use 2000 gal or less per month. I grew up on a farm where we had to be very conservative with our water because if we were not our well ran dry and we had to have water hauled in to fill the well. I don't believe in wasting water. I use bath water for watering plants trees and shrubs. We catch most waste water and use somewhere else such as flushing toilets etc. I watch others waste water like it was going out of style and at the same time I see our water level tables going down further and further each year. Those people that waste so much water should be penalized by having to pay a lot more for the usage charge above 2000-3000 gallons per month. I feel that I am already paying more than our fair share. Because our sewer bill is based on the usage of water measured by the water company our water and sewer bill cost us \$22.48 per month for the privelege of flushing our toilet, drinking water (which we have to filter because it is of such poor quality) and water to bath in.

I hope that you will take into consideration our aspects of the water bill because low income families who do not get money from the government to help us pay our bills just can't afford to be further penalized.

L. Jean Smith, 36 W. College St., Aurora, Mo.  
65605

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This message was sent using Mo-Net Webmail.  
<http://webmail.mo-net.com/>

**Harrison, Kathy**

**From:** jsmith@mo-net.com  
**Sent:** Monday, August 22, 2005 6:11 PM  
**To:** mopco  
**Subject:** Increase in water rates

Dear Office of the Public Counsel:

My husband and I live in Aurora, MO. with water supplied by Empire District Electric Co. I feel that I already pay an exorbitant rate for my water. People like us, who use water wisely and do not waste water are punished for doing so and those who waste water do not pay so much by our water company being able to raise the base rate substantially. For example: If you use only 1000 gallons you are charged \$10.98 per the 1000 gal.; If you use 2000 gallons you are charged \$6.74 per 1000 gal.; and if you use 3000 gallons you are charged \$5.38 per 1000 gal. The water company should not be able to raise the base rate. They should only be allowed to raise the useage charge. Most of the year, unless we have company, we only use 2000 gal or less per month. I grew up on a farm where we had to be very conservative with our water because if we were not our well ran dry and we had to have water hauled in to fill the well. I don't believe in wasting water. I use bath water for watering plants trees and shrubs. We catch most waste water and use somewhere else such as flushing toilets etc. I watch others waste water like it was going out of style and at the same time I see our water level tables going down further and further each year. Those people that waste so much water should be penalized by having to pay a lot more for the usage charge above 2000-3000 gallons per month. I feel that I am already paying more than our fair share. Because our sewer bill is based on the usage of water measured by the water company our water and sewer bill cost us \$22.48 per month for the privelege of flushing our toilet, drinking water (which we have to filter because it is of such poor quality) and water to bath in.

I hope that you will take into consideration our aspects of the water bill because low income families who do not get money from the government to help us pay our bills just can't afford to be further penalized.

L. Jean Smith, 36 W. College St., Aurora, Mo.  
65605

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This message was sent using Mo-Net Webmail. <http://webmail.mo-net.com/>

Dear Sirs,

In response to your notice regarding a price increase I received in the mail. I would like to ask a question, Are any of your employees working for lower wages? I doubt it. I am working for four dollars an hour less than I was making two years ago. I also have to drive seventy miles a day to have employment. Gas is at an all time high, food prices are on the rise, I see it every time I go to the store. I'm sure all of your employees earn and deserve a pay raise but the working class needs a break as well, Don't you agree? If it is necessary to increase your rates, why not choose things like big industries, car washes, laundry mats, etc. who can afford an increase and give the working class a chance to do better with the income they have earned.

Sincerely,

*Richard Wultryp*  
709 E. Hadley  
Aurora, MO,  
65605

RECEIVED  
JUL 25 2005  
UTILITY OPERATIONS  
DIVISION

RECEIVED

AUG 05 2005

8-3-5

UTILITY OPERATIONS  
DIVISION

Mr. Gibson:

Oto to bad we people on  
Soc. Sec. do not get a 37%  
increase in our money.

The water in Marionville Mo  
smells so bad can not drink  
and the odor smells like  
sewer and I don't mean  
chlorine either.

Either I have to give  
up most of my medicines or  
quit eating.

All other utilities has  
also increased.

Please fix this water.

Nadeen Smith  
604 W Faulkner  
Marionville Mo 65705  
(417) 463-762

7-27-2005

DEAR FRIEND

THANK YOU FOR THE LETTER CONCERNING  
OUR WATER AND SEWER BILL. I'M SORRY BUT  
I JUST DONT SEE HOW I CAN PAY ANMORE  
I AM 84 YEARS OLD FRED HAS BEEN GONE 8  
YEARS. I LIVE ALONE MY SS CHECK IS 64.<sup>00</sup>  
A MONTH. SOME OF THE CHURCH PEOPLE PAY  
SOME OF MY BILLS.

WHEN WE MOVED TO AURORA MO. IN 45 OUR  
SEWER BILL WAS 50¢ A MONTH THEY TOLD  
US WE WOULD HAVE IT PAYED FOR IN 2 YEARS.  
BUT WE ARE STILL PAYING ALL THESE YEARS.  
I DONT THINK IT IS RIGHT FOR US OLDER  
PEOPLE TO KEEP PAYING SO MUCH FOR OUR  
WATER AND SEWER. THANK YOU.

RECEIVED

AUG 01 2005

MRS FRED CUNNINGHAM  
Mrs. Leona Cunningham  
219 W 5TH LOUIS

UTILITY OPERATIONS  
DIVISION

AURORA MO.

MY WATER BILL ALLREADY WENT UP  
THIS MONTH.