

Missouri Public Service Commission**Public Comments Report****Osage Water Company****Case No. SR-2009-0152**

Unique Comments **119**
Duplicate Comments **30**
Total Comments Received **149**

Date : 1/8/2009

Staff JMR James Russo
 MH Martin Hummel
 DDW Derl Warren
 CLD Courtney Dunham
 JB James Busch

Item	First Name	Last Name	City	State	Public Comments	Office Staff	Resolution
P200900394	Brandon	Armstrong	St Peters	MO	The proposed 100% increase in water service is absolutely ridiculous! The water quality has always been terrible as I consider it to be very hard water. The calcium and other minerals stain toilets and anything else the water is left in contact with. I already pay more per month for water and sewer at our condo at the lake which is	PSC JMR	Letter sent January 6, 2009.
P200900490	Dennis	Blake	Camdenton	MO	We have 212 units at Cedar Glen Condos and the min. rate for water & sewer is \$42.39 per unit or \$107,840.16 for the year. About the only expenses are electricity to run the pumps. Very little chemicals are used. Labor for testing is included. How in the world can they ask for 100%. Shoot the moon I guess and get to Mack`s Creek.	PSC JMR	Letter sent January 8, 2009.
P200900545	Robert	Bowen	St. Charles	MO	Unless Osage Water has been denied rate increases for many, many years, a 100% increase is totally unreasonable. Doubling our monthly water and sewer fees will place a real burden on our property ownership. I would entertain a reasonable increase if it were guaranteed to insure a better product than the totally substandard water (residue & lime) we currently receive now from Osage Water.	PSC JMR	Letter sent January 26, 2009.

P200900361	Michael	Bradley	Columbia	MO	On December 24, 2008, I received my December bill from Osage Water Co. The bill is post marked December 23, 2008. I am submitting this response in opposition to any rate increase. I am also President of the Harbour Bay Condominium Association, which is a customer of Osage Water, in that role I also am submitting that the Harbour Bay Condominium Association is opposed to this rate increase. We reserve the right to submit a more detail statement in opposition in the future.	PSC	JMR	Letter sent January 6, 2009.
P200900410	Mike	Christensen	Osage Beach	MO	See Attached.	PSC	JMR	Letter sent March 24, 2009.
P200900496	John	Cochrane	Cottleville	MO	I am requesting that you not allow Osage Water Company to raise our rates at Cedar Glen Condominiums near Camdenton. Our water rates there are very exorbitant and are far higher than what I pay for water here with Missouri American Water. During the winter months when I am not even there at my condo, I am still charged the same high rates.	PSC	JMR	Letter sent January 14, 2009.
P200900456	Christine	Combs	Eminence	MO	The proposed rate increases are excessive, doubling the rate charged.	PSC	JMR	Letter sent January 6, 2009.
P200900607	Errica	Coon	Sunrise Beach	MO	I am writing to complain about the proposed 100% increase in our monthly bill. I think that much of an increase is a little much. I could see 20 or 30% but definatly not 100%.	PSC	JMR	Letter sent February 5, 2009.
P200900386	Allen	Crist	Osage Beach	MO	Hopefully someone reads the public comments and does something about it. This company wants to increase rates 100%...don`t forget those out here struggling to make it on fixed incomes.....who will raise our incomes 100% to keep up with such requests???	PSC	JMR	Letter sent January 6, 2009.
P200900608	Lisa	Dallas	Camdenton	MO	I am writing in regards to SR20090152 that will affect Cedar Glen in Camdenton, I find this increase incredibly high and ridiculous for us owners who barely use the services.We are lucky to make it there once every three monthsThis increase is very unfair and unjust. It`s hard in these tough economic times to even hold on to ownership there without an increase like this. I believe this increase if it goes through will force many like us to have to put our condos up for sale.	PSC	JMR	Letter sent February 5, 2009.

P200900609	Lisa	Dallas	Camdenton	MO	I am writing in regards to SR20090152 that will affect Cedar Glen in Camdenton, I find this increase incredibly high and ridiculous for us owners who barely use the services.We are lucky to make it there once every three monthsThis increase is very unfair and unjust. It's hard in these tough economic times to even hold on to ownership there without an increase like this. I believe this increase if it goes through will force many like us to have to put our condos up for sale.	PSC	JMR	Letter sent February 5, 2009.
P200900373	Gary	Deloney	Fort Scott	KS	Being a condo owner, I am against an increase in water and sewer rates.There are people live permantly and those of us with occasional use and we all pay the same. There present rates are more than my full time residence in Ks.	PSC	JMR	Letter sent January 6, 2009.
P200900433	Phillip	Ernzen	Camdenton	MO	We are in opposition to the 100% increase in rates as currently proposed	PSC	JMR	Unable to contact. No phone Number,e-mail or address.
P200900401	jerry	evans	sunrise beach	MO	I am simply apalled at the horendous increase being submitted for our Sewer/Water rates. There is no way we can afford to keep our lake home, as many others have commented, with this huge increase. I can understand where an increase in rates may be justifiable, but not a 100% increase. Why not try increases in smaller amounts each year but not this great amount now, especially with the economy being such a disaster. I'm afraid you will find several vacant homes sitting in the Lake area.	PSC	JMR	Letter sent January 6, 2009.
P200900735	Buford	Foster	Camdenton	MO	The rate increase is not based in fact. A lawyer is in control of this system, and evidently does not know anything about operation. Sand filters are a low maintenance system, and I'll bet if you look into this situation there are a lot of legal fees. Our treatment plant is immediately adjacent to the Sunny Slope Sewer District treatment plant. Before we pay 100% increase in fees, we should be allowed to hook on to the neighboring plant.	PSC	JMR	Letter sent February 25, 2009.

P200900467	Donald	Frey	Camdenton	MO	Commission, This increase does not seem to reflect the current state of the economy. Individuals are suffering from job layoffs and reduced income from investments, and wage increases in many cases have been frozen. I fail to see why Osage Water Company should be allowed to increase rates by 100%. Costs cannot have risen that much and new facility investments should be delayed until the economy improves.	PSC	JMR	Letter sent January 7, 2009.
P200900468	Donald	Frey	Camdenton	MO	Commission, This increase does not seem to reflect the current state of the economy. Individuals are suffering from job layoffs and reduced income from investments, and wage increases in many cases have been frozen. I fail to see why Osage Water Company should be allowed to increase rates by 100%. Costs cannot have risen that much and new facility investments should be delayed until the economy improves.	PSC	JMR	Letter sent January 7, 2009.
P200900612	Donald	Frey	Camdenton	MO	A 100% increase in sewer rates is certainly out of line. Many of the units in the condominium complex of Cedar Glen are rarely used from October to May, so residents already pay the minimum with little or no usage. With little or no usage for most of the year what is the basis for the increase? It's like charging a road use tax to people that don't drive. The utility should have to do what every other employer is doing, cut back staff and overhead to adjust to the revenue available.	PSC	JMR	Letter sent January 7, 2009.
P200900546	Jeffrey	Hainline	Stanford	IL	100% increase without adequate explanation is totally unacceptable	PSC	JMR	Letter sent January 26, 2009.
P200900475	Sharon	Haupt	Osage Beach	MO	I cannot understand why my water and sewer monthly bill should have to double in price. I think the current prices are already high enough. The water is coming out of a well so why is the price of the water so high? Also what would make the sewer prices double. I think this is outrageous!! I hope something is done to stop this high increase.	PSC	JMR	Letter sent January 7, 2009.

P200900374	Warren	Hayes	Red Oak	IA	The proposed "doubling" of the sewer bill for this area is absurd. This is a place that is used as a vacation getaway for our family and the amount of waste water generated during our time there does not constitute a 100% increase, let alone the current monthly charge already established. I am sure many others feel the same way. Any increase should be burdened by those who utilize the system resources the most.	PSC	JMR	Letter sent January 6, 2009.
P200900526	William	Hedrick	Camdenton	MO	A 100% rate increase is unjustifiable; 1st there is no meter on the premises to determine double usage. 2nd - OWC does not perform routine maintenance and tanks are only pumped when they overflow. Please consider their request to be unwarranted. Thank you. William M. Hedrick	PSC	JMR	Letter sent January 22, 2009.
P200900384	LuAnne	Heemstra	Sunrise Beach	MO	I am opposed to the drastic increase in rates. If remote readers were placed at all residences, and those that use the higher amounts were charged appropriately, revenues could be increased more fairly.	PSC	JMR	Letter sent January 6, 2009.
P200900650	LuAnne	Heemstra	Sunrise Beach	MO	I am sending these comments as I recieved another letter from Osage Water Co. regarding the proposed rate increase. I believe that the rate increase is very excessive and would be very difficult for many already strapped home owners in an uncertain economy.	PSC	JMR	Letter sent January 6, 2009.
P200900500	Terry	Heidegger	Camdenton	MO	I do not feel it is right for the water company to increase their fees on a product that does not get used. We vacation at the lake, not live there, but we pay for water and sewer even when we do not use it. We are there for a total of 5 weeks out of the year, \$84.00 a month is outragous. We will pay over \$1,000 for 5 weeks worth of water.	PSC	JMR	Letter sent January 14, 2009.

P200900528	MICHAEL	HELPER	CAMDENTON	MO	ALREADY HARD TO MAKE ENDS MEET IN TODAYS ECONOMY. THE RATES AT OSAGE WATER COMPANY ARE ALREADY DOUBLE WHAT I PAY AT MY PERMANENT RESIDENT. THESE RATES WILL HURT LAKE OF THE OZARKS VACATION REVENUE. PEOPLE WILL QUIT BUYING VACATION HOMES ON AND AROUND THE LAKE. THAT WILL BE BAD FOR THE LOCAL ECONOMY.	PSC	JMR	Letter sent January 22, 2009.
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P200900554	Donald	Howard	Racine	WI	My wife and I are condo owners in Cedar Glen Condo. We pay \$42.39 a month. 100% increase would be \$84.78. I feel this is OURAGEOUS, a FRAUD and ECONOMIC FALSE. It is mandatory that you be vigilant on the owner's behalf and NOT pass as approved. Your consideration to approve may force a future resident to reconsider relocation into the Camdenton area, sell the condo, look for a different part of country of retirement and invest our hard earn dollars into a different vibrant community.	PSC	JMR	Letter sent January 26, 2009.
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P200900555	Donald	Howard	Racine	WI	My wife and I are condo owners in Cedar Glen Condo. We pay \$42.39 a month. 100% increase would be \$84.78. I feel this is OURAGEOUS, a FRAUD and ECONOMIC FALSE. It is mandatory that you be vigilant on the owner's behalf and NOT pass as approved. Your consideration to approve may force a future resident to reconsider relocation into the Camdenton area, sell the condo, look for a different part of country of retirement and invest our hard earn dollars into a different vibrant community.	PSC	JMR	Letter sent January 26, 2009.
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P200900556	Donald	Howard	Racine	WI	My wife and I are condo owners in Cedar Glen Condo. We pay \$42.39 a month. 100% increase would be \$84.78. I feel this is OURAGEOUS, a FRAUD and ECONOMIC FALSE. It is mandatory that you be vigilant on the owner's behalf and NOT pass as approved. Your consideration to approve may force a future resident to reconsider relocation into the Camdenton area, sell the condo, look for a different part of country of retirement and invest our hard earn dollars into a different vibrant community.	PSC	JMR	Letter sent January 26, 2009.
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P200900461	Anita	Ingold	Fisher	IL	I believe this request for 100% increase is outrages. As a property owner of a vacation home, we pay \$42.39 each month, whether we use the service or not. The increase requested would mean our bill would double for water/sewer to \$84.78 a month. We certainly expect to pay for the service when we are using it, but being charged when the service is not being used at all is not acceptable.	PSC	JMR	Letter sent January 6, 2009.
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P200900406	Mary	Johnson	Florissant	MO	The increase for the sewer is totally unacceptable. The proposed rate is double the rate now for Sewer & Water. I don't even use the minimum amount as I don't use the water or sewer in my condo but maybe 2 days a month. I live full time in St Louis County, MO and have never for almost 40 years have had an increase of double my current rate. It is much cheaper in St. LOuis, MO than in Sunrise Beach, MO. Please review this rate increase - in these times nobody can afford this.	PSC	JMR	Letter sent January 6, 2009.
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P200900445	Michael	Jones	Columbia	MO	Dear Sirs: I am a resident of Cedar Glen Condo. The Osage Water Co's proposal to increase rates 100% to cover "increases in expenses &/or investements in the Co's facilities", is OURAGEOUS, criminal and misleading! It should be worded "we are in financial trouble because of our poor management and wish to pass our debt on to the consumer"! If they can't operate this water facility in a profitable manner, then let's get them out of there and replace them with someone that can! Dr M Jones	PSC	JMR	Letter sent January 6, 2009.
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P200900393	Cheryl	Karn	Sunrise Beach	MO	I would like to respond to the request that Osage Water Company is requesting a 100% increase in BOTH water and sewer fees. I am absolutely horrified at this request. In an economic time, when all of us are looking for ways to reduce costs, how can a public utility increase 100%? It's unfair and unwarranted. For double the cost, there will be no increase in services. I would ask the Public Service Commission to seriously reconsider this increase to help consumers during this difficult time.	PSC	JMR	Letter sent January 6, 2009.
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P200900376	Patricia	Keil	St. Louis	MO	The Osage Water company is asking for outrageous increase due to the fact that 90% of their customers use this service no more than 50% of the time. We own a Condo at Cedar Glenn and are there maybe once a month. It is not a rental unit. This water company can not possibly have that much increase in costs. Please do not allow this to happen.	PSC	JMR	Letter sent January 6, 2009.
P200900517	John	Knollenberg	Camdenton	MO	We oppose the rate increase as being unreasonable. Eight months out of the year we do not use water. We believe we should not be charged for water we do not use.	PSC	JMR	Letter sent January 22, 2009.
P200900532	sheryl	leavey	CAMDENTON	MO	DOUBLING THE COST OF WATER AND SEWER WILL DETER THE RESALE VALUE OF ALL OF CEDAR GLEN CONDIMINIUMS. I DO NOT HAVE A PROBLE WITH SOME INCREASE BUT DOUBLING IS REDICULOUS.	PSC	JMR	Letter sent January 26, 2009.
P200900539	Walter	Lewis	Ballwin	MO	The proposed rate increase by Osage Water Company is robbery to condo owners at Cedar Glenn. We use this condo for less than 60 days a year and with the current rate, we have to pay more for sewer service than we do at our full time home.	PSC	JMR	Letter sent January 26, 2009.
P200900537	Walter	Lewis	Ballwin	MO	The proposed rate increase by Osage Water Company is robbery to condo owners at Cedar Glenn. We use this condo for less than 60 days a year and with the current rate, we have to pay more for sewer service than we do at our full time home.	PSC	JMR	Letter sent January 26, 2009.
P200900538	Walter	Lewis	Ballwin	MO	The proposed rate increase by Osage Water Company is robbery to condo owners at Cedar Glenn. We use this condo for less than 60 days a year and with the current rate, we have to pay more for sewer service than we do at our full time home.	PSC	JMR	Letter sent January 26, 2009.
P200900541	Kevin	Litwiller	Hopedale	IL	We own a condo at Cedar Glen in Camdenton. There are people in the condo only about 60 days a year. To have a 100% increase in sewer and water bill is absolutely ridiculous. The water company needs to find a way to charge for actual usage. Get prices too high and it will cause people not to invest in Missouri property.	PSC	JMR	Letter sent January 26, 2009.

P200900435	Sandra	Majchrzak	Camdenton	MO	The recent proposal of increasing water and sewer expenses 100% is totally out of line. Today's time of decreasing paychecks and increasing taxes and food costs is not a time when utilities should be allowed to increase at 100% rates. Please reconsider this proposal of 100% increase. If an increase is needed it should be based on actual usage and not a 100% across the board increase.	PSC	JMR	Letter sent January 6, 2009.
P200900436	Sandra	Majchrzak	Camdenton	MO	The recent proposal of increasing water and sewer expenses 100% is totally out of line. Today's time of decreasing paychecks and increasing taxes and food costs is not a time when utilities should be allowed to increase at 100% rates. Please reconsider this proposal of 100% increase. If an increase is needed it should be based on actual usage and not a 100% across the board increase.	PSC	JMR	Letter sent January 6, 2009.
P200900437	Sandra	Majchrzak	Camdenton	MO	The recent proposal of increasing water and sewer expenses 100% is totally out of line. Today's time of decreasing paychecks and increasing taxes and food costs is not a time when utilities should be allowed to increase at 100% rates. Please reconsider this proposal of 100% increase. If an increase is needed it should be based on actual usage and not a 100% across the board increase.	PSC	JMR	Letter sent January 6, 2009.
P200900438	Sandra	Majchrzak	Camdenton	MO	The recent proposal of increasing water and sewer expenses 100% is totally out of line. Today's time of decreasing paychecks and increasing taxes and food costs is not a time when utilities should be allowed to increase at 100% rates. Please reconsider this proposal of 100% increase. If an increase is needed it should be based on actual usage and not a 100% across the board increase.	PSC	JMR	Letter sent January 6, 2009.
P200900439	Sandra	Majchrzak	Camdenton	MO	The recent proposal of increasing water and sewer expenses 100% is totally out of line. Today's time of decreasing paychecks and increasing taxes and food costs is not a time when utilities should be allowed to increase at 100% rates. Please reconsider this proposal of 100% increase. If an increase is needed it should be based on actual usage and not a 100% across the board increase.	PSC	JMR	Letter sent January 6, 2009.

P200900440	Sandra	Majchrzak	Camdenton	MO	The recent proposal of increasing water and sewer expenses 100% is totally out of line. Today`s time of decreasing paychecks and increasing taxes and food costs is not a time when utilities should be allowed to increase at 100% rates. Please reconsider this proposal of 100% increase. If an increase is needed it should be based on actual usage and not a 100% across the board increase.	PSC	JMR	Letter sent January 6, 2009.
P200900441	Sandra	Majchrzak	Camdenton	MO	SR 2009-0152 ..The recent proposal of increasing water and sewer expenses 100% is totally out of line. Today`s time of decreasing paychecks and increasing taxes and food costs is not a time when utilities should be allowed to increase at 100% rates. Please reconsider this proposal of 100% increase. If an increase is needed it should be based on actual usage and not a 100% across the board increase.	PSC	JMR	Letter sent January 6, 2009.
P200900442	Sandra	Majchrzak	Camdenton	MO	WR 2009-0149 The proposed increase of 100% is out of line with today`s economy. At a time with shrinking checks and increasing taxes and economic costs a 100% increase should not be allowed. If we need to re-organize the foundation for billing that may be an option and charge only for the water actually used per unit.	PSC	JMR	Letter sent January 6, 2009.
P200900369	Jeff	marlow	fenton	MO	Dear Commissioners, I am writing this to oppose the proposed rate increase for the above case. I have been a condo owner for 7 years at Cedar glen and I believe we already pay one of the highest water and sewer bills at the Lake. We only use our condo 5 months out of the year and to double our rates as propsed will put a finicial strain on our finances and we might have to sell our unit. Osage Water Co should look into charging by true usage not estimated. We by no means use 2000 gal a month.	PSC	JMR	Letter sent January 6, 2009.

P200900372	jeff	marlow	fenton	MO	Dear Commissioners, I am writing this to oppose the proposed rate increase for the above case. I have been a condo owner for 7 years at Cedar glen and I believe we already pay one of the highest water and sewer bills at the Lake. We only use our condo 5 months out of the year and to double our rates as propsed will put a finicial strain on our finances and we might have to sell our unit. Osage Water Co should look into charging by true usage not estimated. We by no means use 2000 gal a month.	PSC	JMR	Letter sent January 6, 2009.
P200900506	Jeff	Martindale	McLean	IL	This rate change is unacceptable. We are at this residence 3-6 months of the year and feel this is rate change is completely out of order. This amount like most residences should be based on usage only and not a flat rate for everyone.	PSC	JMR	Letter sent February 2, 2009.
P200900354	Elmer	Meyer	Sunrise Beach	MO	recieved notice to increase rates, lthink we already paying too much for nothing. lhave been told osage water co is not responsible for anything but the pump& pipe.My electric powers their pump in their system. tank has to be pumped occasionally at our expense.l feel we are already paying too much	PSC	JMR	Letter sent January 6, 2009.
P200900364	James	Molden	Florissant	MO	In reference to the recent request by Osage Water/Sewer for a 100% increase in their current rates I am a condo owner in Camdenton at the lake of the Ozarks my current rate for both water and sewer is \$42.39 a month the increase would elevate it to \$84.78 a month this would present a hardship to the owners of property their. My condo usage is 6 to 8 times a year and with a yearly sewer/water bill of \$1017.36 I might be forse to sell my property and mover to where the rates are more favorable	PSC	JMR	Letter sent January 6, 2009.

P200900779	Ellen	Moore	Sunrise Beach	MO	We live on limited income. can't afford that much money for water & sewer every month. We aren't allowed to drill our own wells so we are basically held hostage at their whims. This is absurd. Try selling your house and tell a prospective buyer their w&s will run them over a hundred dollars a month! What a deal stopper that would be. We won't be able to sell or afford w&s. They have done nothing to improve our subdivision, they don't even know where the shutoffs are when there is a break.	PSC	JMR	Letter sent February 25, 2009.
P200900387	Theresa	Moyer	Camdenton	MO	The notice from Osage Water is dated 11/24/08 and was mailed to me on December 23, 2008. December 23rd would be the 30th day from the date of the notice, thus making it impossible to comment in the timeframe noted in the notice. This should disqualify any request. I have the envelope with the postmark to prove this.	PSC	JMR	Letter sent January 6, 2009.
P200900515	Skip	Nelson	Camdenton	MO	I very much object to any increase (double) as proposed in this case -- Osage water/sewer Co. doesn't do anything at the rate they are getting now and a 100% increase is out of the question -- I own a 3000 square foot home in Kansas City and do not pay what I pay now at the condo at the lake and to ask for a increase is outrageous at best. Thanks Skip Nelson	PSC	JMR	Letter sent January 15, 2009.
P200900485	James	OConnell	Shawnee	KS	Osage's notice for a 100% increase in was not timely delivered. I am the owner of property in Sunrise Beach occupied by my son and his family & served by this troubled company. The size of the request and the vague reasons stated in the notice would support rejection out of hand! A request for and increase must first and foremost be reasonable. With a depression looming and increased unemployment in the Lake area any increase will be a hardship. 100% will be unconscionable!	PSC	JMR	Letter sent January 7, 2009.

P200900381	Dolores	Ovington	Camdenton	MO	The Initial Customer Notice dated November 24, 2008, was received December 22, inserted in the monthly bill. I did not have adequate time to respond. I am on a fixed income and feel that the 100% increase is not reasonable, especially during this recession. I may not be able to meet the increased fees.	PSC	JMR	Letter sent March 24, 2009.
P200900378	Bruce	Pace	Manchester	MO	Osage rates are already too high. If you let them double, I'm done with the lake.	PSC	JMR	Letter sent January 6, 2009.
P200900385	Ben	Peine	Shawnee	KS	We are very upset with the proposed price increase on water & sewage. It is not fair to expect the consumer to absorb "double" increase to support your revenue and investments. Today's economy and all other increases, it would seem your company would need to be looking for "internal" ways to reduce cost rather than looking to your customers to do so!	PSC	JMR	Letter sent January 6, 2009.
P200900543	Timothy	Peterson	Sullivan	MO	To whom it may concern: Please register my concern for the extreme increase being sought in this case. A 100% increase is out of the question for many fixed income occupants of this condominium development and would appear to result in minimum charges that are out of line with actual costs	PSC	JMR	Letter sent January 26, 2009.
P200900472	Ryan	Plattner	Camdenton	MO	We received notice that are rates were being	PSC	JMR	Letter sent January 7, 2009.
P200900355	Allan	Poole	St. Louis	MO	This request is outrageous and any increase should be limited to 7%	PSC	JMR	Letter sent January 6, 2009.
P200900356	Allan	Poole	St. Louis	MO	This request is outrageous and any increase should be limited to 7%	PSC	JMR	Letter sent January 6, 2009.
P200900357	Allan	Poole	St. Louis	MO	This request is outrageous and any increase should be limited to 7%	PSC	JMR	Letter sent January 6, 2009.
P200900366	Curtis	Prante	OFallon	MO	This rate increase is not justified for this address. We have our own sewer treatment for this property and use Osage Water Co. to maintain and monitor sewer treatment only. There is no sewer lines into property as far as I know. This would be a 100% increase in rates. I find it to be outrageous!	PSC	JMR	Letter sent January 6, 2009.
P200900483	Beverly	Rhodes	Camdenton	MO	(cld) see attached-	PSC	CLD	Submitted comment via e-mail January 6, 2009.

P200900629	Beverley	Rhodes	Camdenton	MO	I think this is utterly rediculus, most of us here at Cedar Glen are on a fixed income and it is unheard of to increase our water and sewer 100%.They are not doing anything extra and we here cannot afford to pay this fee.	PSC	CLD	Submitted comment via e-mail January 6, 2009.
P200900630	Beverley	Rhodes		MO	I think this is utterly unheard of to increase our sewer prices 100%. First of all they are not doing anything extra for our maintenance and most of us here at Cedar Glen are living on a fixed income and we cannot afford to pay this. I've never heard of a company increasing by 100%. Please help us decline this request.	PSC	CLD	Submitted comment via e-mail January 6, 2009.
P200900430	Calvin	Roberts	Camdenton	MO	Please do not approve any increase for this Utility. This company can't even get our mailing address correct, we have requested a change three times since Aug 08. Since we moved we only use this condo a few weeks out of ea yr. Same with most of their residential customers. They don't need more money, they need better management.	PSC	JMR	Letter sent January 6, 2009.
P200900379	Steven	Rolwes	Florissant	MO	Osage water company wants to raise rate 100% for water and sewer. This is outrages at this time in this time. They have a history of poor management and this rate hike is unreasonable. I like a lot of people have condo at the lake that I pay over 43.00 a month for service I use on 3 months a year. I don't mind a 10-15% rate increase but this is uncalled for. The people in rural areas can not afford this increase. Please look out for the citizens of this community. Steven Rolwes	PSC	JMR	Letter sent January 6, 2009.
P200900504	Jason	Russell	Osage Beach	MO	Osage Water Company requesting a 100% increase in sewer rates at one time is unreasonable and irresponsible. If Osage Water Company expects customers to pay for a new well via increased rates, they need to notify customers of the proposed rate increases and hold a public hearing prior to spending the funds on a new well. Why was there no public hearing? What research was performed to come up with the new proposed rates? Can I get a copy of the study that determined the proposed rates?	PSC	JMR	Letter sent January 14, 2009.

P200900542	James	Schwartz	Aftton	MO	Please consider rejecting this 100% increase request. I own a condo and only use the water and sewer service less than 6 months out of the year, as do many of my neighbors. Their increase and rates should be based on actual usage. I appreciate the need for an increase, but doubling their rates across the board is totally ridiculous.	PSC	JMR	Letter sent January 26, 2009.
P200900422	Sue	Stillwagon	Osage Beach	MO	I am writing to protest Osage Water Company's request to increase its annual sewer operating revenues. I feel that a 100% increase in rates is outrageous (\$26.03 to \$52.06)! Thankfully I am on a private well and not part of OWC's water, which many of my neighbors find to STILL be disgusting and undrinkable.	PSC	JMR	Letter sent January 6, 2009.
P200900423	Sue	Stillwagon	Osage Beach	MO	I am writing to protest Osage Water Company's request to increase its annual sewer operating revenues. I feel that a 100% increase in rates is outrageous (\$26.03 to \$52.06)! Thankfully I am on a private well and not part of OWC's water, which many of my neighbors find to STILL be disgusting and undrinkable.	PSC	JMR	Letter sent January 6, 2009.
P200900567	Arthur	Stolle	CAmdenton	MO	The request for an increase of 100% for water and sewer is totally out of line. They already charge twice what I pay at my full time residence. I feel the request should be denied or we should be allowed to have one meter into the complex and pay as a group vs individuals.	PSC	JMR	Letter sent January 2, 2009.
P200900596	Mark	Sylvester	St. Charles	MO	I own a 1000 sq ft condo at Cedar Glen and also own a 2000 sq ft home in St. Charles MO. My monthly minimum water and sewer bill at my home is \$30. I think the current monthly bill of \$42 for my condo is already high and doubling the amount is ridiculous and outrageous. What is the reason for doubling the charges? I respectfully request that you deny this rate increase. Thank you.	PSC	JMR	Letter sent February 2, 2009.
P200900449	Mark	Tade	Camdenton	MO	My letter is postmarked December 23, 2008?? A 100% rate increase is fraud We should not pay for the mistakes of a bunch of crooks 75-80% of the owners are not full time, but still pay for monthly water & Sewer.	PSC	JMR	Letter sent January 6, 2009.

P200900501	kenneth	taggart	fenton	MO	This increase is 100%-- ridiculous. They are providing no improvements or new services. They are profitable now. What justification is there for any increase-- much less 100%? You should not approve this!!!	PSC	JMR	Letter sent January 14, 2009.
P200900494	Mary	Teak	Webster Groves	MO	I recently received notification of an intended rate hike for our property at 420 Cedar Glen, Camdenton, Mo. The proposed rate hike is excessive in my estimation. We are part time residents and are always charged at the minimum rate regardless of the amount of water that is used. I don't pay that much as a full time resident in St Louis.	PSC	JMR	Letter sent January 8, 2009.
P200900403	Scott	Teichman	Camdenton	MO	Please see attachment	PSC	JMR	Letter sent January 6, 2009.
P200900450	Patricia	Terp	Camdenton	MO	As a resident of Cedar Glen condos in Camden Co., I am voicing my concern over what is perceived as an outrageous rate hike for Osage Water Co. for water/sewer. In this economic environment, I understand the reasoning for a rate hike, but I would hope that the Public Service Commission would use some common sense in making this fair to all parties. The economic reality is that people are not going to continue to use vacation areas if the cost is prohibitive. I use services less than 45 days	PSC	JMR	Letter sent January 6, 2009.
P200900497	Carolyn	Toomey	St. Louis	MO	There was absolutely NO justification/evidence included with the notice sent to customers that ANY increase is warranted, let alone a 100% increase. To say that this request is ludicrous is an understatement. In today's economic environment with \$'s tight in every venue, it is absolutely mandatory that the Commission be vigilant on the public's behalf in demanding that Osage Water document necessity for ANY increase & make sure that any increase granted reflects actual need - NOT JUST WANT!	PSC	JMR	Letter sent January 15, 2009.
P200900512	donna	trimble	Sunrise Beach	MO	I own a condo and do not even go over the monthly min. charge of \$42.39. I feel it is unfair to double the rate when we dont even use the minimum. I cant believe it is necessary to increase a rate by that much.	PSC	JMR	Letter sent March 24, 2009.

P200900502	Linwood	Turley	Carlinville	IL	A proposed increase will double the current water/sewer bill from what I thought was plenty high enough (\$45 to \$85 per month) I am retired and disabled and have carefully considered my expenses and this increase is outrageous. Help me save my retirement home! I use the water/sewer only 3-4 months per year, usually not coming close to minimum usage.	PSC	JMR	Letter sent January 14, 2009.
P200900367	William	Turner	Foristell	MO	I just received notice from the Osage Water Co. that they plan to request permission to allow them to increase sewer and water rates by 100% for the costumers who have condos at Cedar Glen Condos at lake of the Ozarks. This would raise my bill from \$42.39 to \$85.00 a month. \$85.00 a month, are they nuts! We only use the condo during the summer months so that means for 8 months their isn't a need to treat my water. They need to find a way to charge for "actual" rather than a flat monthly fee. Osa	PSC	JMR	Letter sent January 6, 2009.
P200900452	Jack	Williams	Camdenton	MO	We received an intiial customer notice of a proposed rate increase 12/27/08 (33 days after the date shown on the letter of 11/24/08). The proposed increase is 100%. This is idiotic. We use this condo at the lake approximately 5 days per month. The proposed rate would equate to a minimum water charge of of more than \$6.00 per day - the current rate of \$16.12 minimum per month is already rediculously high. We request that the increase be denied. Thanks Jack & Gay Williams	PSC	JMR	Letter sent January 6, 2009.
P200900455	Jack	Williams	Camdenton	MO	We received an intial customer notice of a proposed rate increase 12/27/08 (33 days after the date shown on the letter of 11/24/08). The proposed increase is 100%. This is idiotic. We use this condo at the lake approximately 5 days per month. The proposed rate would equate to a minimum sewer charge of more than \$10.00 per day - the current rate of \$26.03 minimum per month is already ridiculously high. We request that the increase be denied. Thanks Jack & Gay Williams	PSC	JMR	Letter sent January 6, 2009.

P200900453	Jack	Williams	Camdenton	MO	We received an initial customer notice of a proposed rate increase 12/27/08 (33 days after the date shown on the letter of 11/24/08). The proposed increase is 100%. This is idiotic. We use this condo at the lake approximately 5 days per month. The proposed rate would equate to a minimum sewer charge of more than \$10.00 per day - the current rate of \$26.03 minimum per month is already ridiculously high. We request that the increase be denied. Thanks Jack & Gay Williams	PSC	JMR	Letter sent January 6, 2009.
P200900454	Jack	Williams	Camdenton	MO	We received an initial customer notice of a proposed rate increase 12/27/08 (33 days after the date shown on the letter of 11/24/08). The proposed increase is 100%. This is idiotic. We use this condo at the lake approximately 5 days per month. The proposed rate would equate to a minimum sewer charge of more than \$10.00 per day - the current rate of \$26.03 minimum per month is already ridiculously high. We request that the increase be denied. Thanks Jack & Gay Williams	PSC	JMR	Letter sent January 6, 2009.
P200900455	Jack	Williams	Camdenton	MO	We received an initial customer notice of a proposed rate increase 12/27/08 (33 days after the date shown on the letter of 11/24/08). The proposed increase is 100%. This is idiotic. We use this condo at the lake approximately 5 days per month. The proposed rate would equate to a minimum sewer charge of more than \$10.00 per day - the current rate of \$26.03 minimum per month is already ridiculously high. We request that the increase be denied. Thanks Jack & Gay Williams	PSC	JMR	Letter sent January 6, 2009.
P200900643	Byron	Williams	Fort Collins	CO	How can Osage Water Co. be allowed to increase both its sewer and water rates by 100%, when they have made no improvements to our service? Only the rate of inflation should be used.	PSC	JMR	Letter sent February 9, 2009.

P200900645	Jack	Williams	Kansas City	MO	The Osage Water Company provides minimal service. To request a 100% increase in this major economic depression if simply a slap in the face. You should award them by reducing their already excessive monthly rate. Thanks Jack Williams	PSC	JMR	Letter sent January 6, 2009.
P200900696	Gary	Willson	Papillion	MO	Osage Water proposes to double my monthly sewer bill because the company says it has increased expenses or wants to invest in its facilities. No specific proposed expenses or costs have been communicated to customers. I doubt if the Osage Water's expenses have doubled and I know of no facilities that are needed to improve service. I ask that the Commission require Osage water to provide detailed justification before considering its request.	PSC	JMR	Letter sent February 25, 2009.
P200900459	Dale	Wykes	Odell	IL	I already pay over \$40 a month to use ZERO gal. of water. I realize I pay the same amount for up to 2000 gal, but now Osage Water wants to DOUBLE that amount, which is too high already. I am not at my home that often, but yet am charged the same amount as people that are. Instead of 0-2000 gals., they could make it 0-500 at a much lower rate. And then charge higher usage rates for more gallons. I would rather pay more for my usage than paying more for not using any.	PSC	JMR	Letter sent January 6, 2009.
Letter	Carolyn	Blackburn	Osage Beach	MO	See attached.	PSC	JMR	Letter sent February 3, 2009.
Letter	Carolyn	Blackburn	Osage Beach	MO	See attached.	PSC	JMR	Letter sent February 3, 2009.
E-mail	Michael W.	Bradley	Columbia	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Joanie	Brouwer	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail February 11, 2009.
E-mail	Mike	Christensen		MO	See attached.	PSC	JMR	Replied via e-mail February 3, 2009.
E-mail	Bob L.	Clark	St. Louis	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Allen	Crist			See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Lisa	Dallas	Arnold	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail		Dallas	Arnold	MO	See attached.	PSC	JMR	Replied via e-mail February 5, 2009.
	Lisa Michelle							
E-mail	Terry & Ron	Darling	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Kevin	Donelly		MO	See attached.	PSC	JMR	Replied via e-mail February 5, 2009.
E-mail	Paul E.	Drennan	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 22, 2009.
E-mail	James & Janet	Duermeyer	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	August C.	Eilts	Hopedale	IL	See attached.	PSC	JMR	Replied via e-mail January 13, 2009.
E-mail	Alan M. and Donna	Engle	Bloomington	IL	See attached.	PSC	JMR	Replied via e-mail January 8, 2009.

E-mail	Tyera	Fleshman	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Syl & Sally	Fontana	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
Letter	Larry	Ford	Columbia	MO	See attached.	PSC	JMR	Letter sent January 7, 2009.
E-mail	Steve	Gum	Laurie	MO	See attached.	PSC	JMR	Replied via e-mail January 13, 2009.
Letter	Harold	Harvey	Osage Beach	MO	See attached.	PSC	JMR	Letter sent January 15, 2009.
E-mail	William & Judith	Hedrick	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 22, 2009.
E-mail	Courtney	Henderson			See attached.	PSC	JMR	Replied via e-mail January 8, 2009.
Letter	Elvis & Marilyn	Henson	St. Louis	MO	See attached.	PSC	JMR	Letter sent January 8, 2009.
E-mail	James G. & Katherine I.	Hoots			See attached.	PSC	JMR	Replied via e-mail February 11, 2009.
E-mail	James G. & Katherine I.	Hoots			See attached.	PSC	JMR	Replied via e-mail February 5, 2009.
E-mail	Bobette	Hoppers	Sunrise Beach	MO	See attached.	PSC	JMR	Replied via e-mail January 13, 2009.
E-mail	Dr. Michael	Jones			See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Kelly	Kalal			See attached.	PSC	JMR	Replied via e-mail January 26, 2009.
E-mail	Shari	Latto			See attached.	PSC	JMR	Replied via e-mail January 13, 2009.
E-mail	Walter & Charlotte	Lewis		MO	See attached.	PSC	JMR	Replied via e-mail January 26, 2009.
E-mail	Kevin	Litwiller			See attached.	PSC	JMR	Replied via e-mail January 26, 2009.
E-mail	Bob	Moseman			See attached.	PSC	JMR	Replied via e-mail January 29, 2009.
E-mail	Kirk	Page			See attached.	PSC	JMR	Replied via e-mail February 5, 2009.
E-mail	Chuck	Phillips	Osage Beach	MO	See attached.	PSC	JMR	Replied via e-mail February 3, 2009. In addition, the EMSD department discussed the billing concerns with the customer on February 6, and determined this no longer occurs with the Company hired by the receiver to do the billing.
E-mail	Allan & Nancy	Poole	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Mark & Cathy	Riley	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Jim & Jean	Roberts			See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Darrel	Robertson	Overland Park	KS	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
Letter	John T.	Russell	Lebanon	MO	See attached.	PSC	JB	Letter sent February 20, 2009.
Letter	Edward	Sampson	Fenton	MO	See attached.	PSC	JMR	Letter sent January 15, 2009.
E-mail	Daniel	Schupp			See attached.	PSC	JMR	Replied via e-mail January 8, 2009.
E-mail	Jim & Lynn	Schwartz			See attached.	PSC	JMR	Replied via e-mail January 26, 2009.
E-mail	Kevin	Skibinski	Geneva	IL	See attached.	PSC	JMR	Replied via e-mail January 22, 2009.
E-mail	Stan & Kelly	Smith	Sunrise Beach	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
Letter	Bobbie	Snyder	Camdenton	MO	See attached.	PSC	JMR	Letter sent January 7, 2009.
Fax	Mr. & Mrs.	Sollazzo			See attached.	PSC	JMR	Unable to contact.
E-mail	Mike	Specht	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.

E-mail	Art	Stolle			See attached.	PSC	JMR	Replied via e-mail January 29, 2009.
E-mail	Mark	Tade	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
Letter	Alan & Judy	Wallace	Camdenton	MO	See attached.	PSC	JMR	Letter sent January 7, 2009.
Letter	William & Mary	Warren	Osage Beach	MO	See attached.	PSC	JMR	Letter sent February 11, 2009.
E-mail	Shelly	Wheeler	Camdenton	MO	See attached.	PSC	JMR	Replied via e-mail January 29, 2009.
E-mail	Jack	Williams			See attached.	PSC	JMR	Replied via e-mail January 5, 2009.
E-mail	Loren K.	Woodard	Sunrise Beach	MO	See attached.	PSC	JMR	Replied via e-mail January 26, 2009.

February 6, 2009

Carolyn Blackburn
P. O. Box 1184
Osage Beach, Mo 65065

Dear Ms. Blackburn

After Mr. Cover was appointed receiver, Mr. McDuffy of Lake of the Ozark Water & Sewer inspected the entire sewer system and required the system be upgraded. This was not a requirement of DNR but of Osage Water Company.

We have purchased and installed three 1500 gal pump tanks and relocated the electric controls and source per that requirement. Mr. Cover is aware of the requirement of the system by McDuffy and monitored the progress, when allowed.

The work was finally completed and inspected by Jim Jackson, the engineer recently. I assume these are the sewer maintenance charges to which you referred.

EAGLE WOODS HOMEOWNERS ASSOCIATION

Ron Westenhaver, President

Cc: Gary Cover, Cover & Weaver, LLC Fax 660-885-6780
Cc: William Green, DMGC Fax 573-348-0124
Cc: Shelley Brueggemann, Missouri Public Service Commission Fax 573-751-9285
Cc: Dana Eaves, Missouri Public Service Commission Fax 573-751-9285
Cc: Chad Stout, Lake of the Ozarks Water & Sewer, Inc Fax 573-346-4676

Feb 05 09 04:57p

D. M. G. C. - Osage Beach

573-348-0124

p. 2

05-02-09 11:47

FROM: Cover Law Office LLC 660-885-6780

T-392 P001/001 F-299

COVER & WEAVER, LLC

ATTORNEYS AT LAW

GARY V. COVER

MELANIE G. WEAVER

February 5, 2009

LEGAL ASSISTANTS

Robin E. Wells Office Manager

Denise A. Cover

Debbie A. Moose

Carolyn Blackburn
P.O. Box 1184
Osage Beach, MO 65065

RE: Osage Water Company

Dear Ms. Blackburn:

I received your letter of February 4, 2009.

It is apparent that your information and the assumptions that you have made are both **INCOMPLETE** and **INCORRECT**.

I have absolutely no idea how or why the Eagle Woods Homeowners' Association spent \$4,994.68 on "sewer maintenance". Osage Water Company did NOT receive any of this money. To my knowledge, any and all sewer maintenance for the Eagle Woods Homeowners' Association has been conducted by Osage Water Company and any and all expenses have also been paid by Osage Water Company.

Neither I nor Osage Water Company have any arrangement with Ron Westenhaver.

I understand your concern that Homeowners' Association money should not be spent on something you do not own. I agree with that position and can assure you that no Homeowners' Association money has been spent on the Eagle Woods' sewer system owned by Osage Water Company.

It is my suggestion that you contact Ron Westenhaver and your Homeowners' Association directly and inquire as to exactly what the "sewer maintenance" funds were spent on.

If you have further questions regarding this, please feel free to contact me.

Sincerely,

**ORIGINAL SIGNED BY
GARY COVER**

Gary V. Cover

GVC/rew

pc: Shelley Brueggemann, Missouri Public Service Commission, Via Fax: (573) 751-9285
Dana Baves, Missouri Public Service Commission, Via Fax: (573) 751-9285
Chad Stout, Lake of the Ozarks Water & Sewer, Inc., Via Fax: (573) 346-4676
William O. Green, Attorney at Law, Via Fax: (573) 348-0124

137 W. Franklin, P.O. Box 506, Clinton, MO 64735

660 / 885-6914 Fax: 660 / 885-6780

email: garycover@earthlink.net

SUMMIT
Building
summitbuildingcorp.com

1936 Highway KK
PO Box 496
Osage Beach, MO 65065
E-Mail: summitbuilding@charterinternet.com

FAX COVER SHEET

TO: MISSOURI PUBLIC SERVICE COMMISSION

ATTENTION: DANA EAVES

FAX NUMBER: 573-751-9285

FROM: SUMMIT INVESTMENT CO., LLC & SUMMIT BUILDING CORP.

ATTENTION: RON WESTENHAVER

PHONE: 573-302-0040

FAX NUMBER: 573-302-0263

DATE: 2/6/09

PAGES INCLUDING THIS COVER PAGE: 3

NOTES:

Public Service Commission

Office of the Public Counsel

RE: Case # SR-2009-0152

Case # WR-2009-0149

As customers of Osage Water Company we are totally again the requested rate hikes. The residents of Eaglewoods have tried to find a solution to the water and sewer situation for years. We have work with PSC, DNR, the Attorney General Office and many others. All the state agencies we worked with know we never could get the support we needed. We had hope with the Receivership that a lot the problems would be resolved. However, here we are again someone wanting us to pay the price for the mistake made by the developer, Mr. Williams and most all the State of Missouri. Therefore we want to strongly recommend this request for Osage Water Company be denied.

Since the beginning of this problem there were many of us who though one way or the other the homeowners would have to pay the price for the State approval of the utilities provided in Eaglewoods. We hope this time the State takes our position and not allow our utilities to be rate to such ridiculous rates.

12/26/2009

Nellie J. Hasselbring-Jarvis - 573-348-3490
Carolyn S. Blackburn - 573-286-7264

February 4, 2009

RE: Case Number

SR-2009-0152

WR-2009-0149

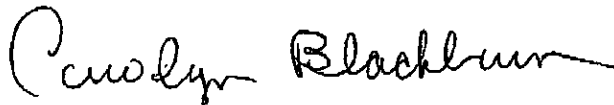
I want to bring the your attention the Homeowner of Eagle Woods just found out that \$4,994.68 has been spend from our Association for Sewer Maintenance. I find this a shock as we do not own a Sewage System. I assume the arrangement is between Ron Westenhaver and Mr. Cover. How much do we have to pay for a Sewage System?

I am not at all happy to see our money spend own something we do not own but the homeowners have no say as to how the Association money is spend.

It appears Mr. Cover has had some expense covered that we should not have had to pay for.

My husband and I are against any increases to the sewage and water.

Thank you,



Carolyn Blackburn

Attachment- Eagle Woods Homeowner Association Income Statement 2008

Fax to – Public Service Commission

Office of the Public Counsel

Gary V Cover

EAGLE WOODS HOMEOWNERS ASSOCIATION
Income Statement
For the Twelve Months Ending December 31, 2008

	Current Month		Year to Date	
Revenues				
ANNUAL DUES - EAGLE WOODS	0.00	0.00	4,950.00	96.23
INTEREST INCOME	5.97	100.00	73.63	1.43
WATER & SEWER FEES	0.00	0.00	120.48	2.34
Total Revenues	5.97	100.00	5,144.11	100.00
Cost of Sales				
Total Cost of Sales	0.00	0.00	0.00	0.00
Gross Profit	5.97	100.00	5,144.11	100.00
Expenses				
ADMINISTRATIVE FEE	0.00	0.00	405.00	7.87
LEGAL & ACCOUNTING FEES	0.00	0.00	1,672.93	32.52
OFFICE SUPPLIES	0.00	0.00	16.16	0.31
REPAIRS & MAINTENANCE	0.00	0.00	5,405.94	105.09
SNOW REMOVAL	175.00	2,931.32	625.00	12.15
SEWER MAINTENANCE	0.00	0.00	4,994.68	97.10
MISC EXPENSES	0.00	0.00	15.32	0.30
Total Expenses	175.00	2,931.32	13,135.03	255.34
Net Income	\$ (169.03)	(2,831.32)	\$ (7,990.92)	(155.34)

For Management Purposes Only

AMENDED CUSTOMER NOTICE

January 21, 2009

Dear Customer:

On October 23, 2008, Osage Water Company (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate increases in its annual water and sewer operating revenues of \$112,086.00 (approximately 100%) and \$124,743.00 (approximately 100%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase requests, or comments regarding recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) ***within 30 days of the date of this notice***. Your comments should include a reference to case numbers SR-2009-0152 and/or WR-2009-0149. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

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: Water/Sewer Dept.
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:

- (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 one of the case numbers shown above. (To submit comments for both cases, the process must be repeated for each case number.)

If you have any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at 660-885-6914.

Sincerely,

Gary V. Cover, Receiver

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Minimum Charge (includes 2,000 gallons)	\$16.36	\$32.72	\$16.36
Usage Over 2,000 gallons (per 1,000 gallons)	\$3.87	\$7.74	\$3.87
Total Monthly Water Bill (at 6,000 gallons usage)	\$31.84	\$63.68	\$31.84
Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

Jan 12, 09



Dear Sirs:

With today's economy,
it is unbelievable that you would
even consider doubling our water
rates. We are only there
one week-end a month, it
doesn't seem fair.

Sincerely,

Fred Boston

4137. Main

Winchester, IL 62694

Own Condo at Cedar Glen
in Camdenton, MO. 65020
Account # 6470

Support Our Troops ~ Remember Our Veterans

V7716

RECEIVED

JAN 05 2009

182 SAC Rd – Unit 2-D
Sunrise Beach, MO 65079

UTILITY OPERATIONS
DIVISION

January 1, 2009

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

Office of the Public Counsel
Attn: Water/Sewer Dept
P.O. Box 2230
Jefferson City, MO 65102

Dear Sirs:

This letter is in response to the Initial Customer Notice dated November 24, 2008 which we received with our December Osage Water Company billing.

This was a horrible shock that such an increase in water at Harbour Bay Condos could even be considered/proposed to increase this much! My husband is in a nursing home so this is a one-person home and I know I do not even use 2000 gallons a month! My husband is a Medicaid patient so I'm sure you can understand our income situation. I think this is a horrible time for many in our area and country-wide to be fraught with any increases so I ask that for all our sakes this increase be dismissed.

Thank you for your consideration.

Sincerely,


Geraldine Brown

March 11 1964
164 SAC Rd Unit 1-C
Sunrise Beach, Mo 65079
573-374-2260

RECEIVED
12-28-08
DEC 31 2008

Public Service Commission,

UTILITY OPERATIONS
DIVISION

Having just received the notice of rate increase on Dec 24 for Osage Water Co I feel we again have been failed by Osage Water Co.

I live at Harbor Bay Condos and I am also Vice President of the Homeowners Assoc.

We are all against this increase due to the poor service, quality of water & sewer we have received.

We already have one judgement against Osage Water so if you do give an increase our payments they owe us should be increased also.

We have had major sewer problems due to their incompetence.

The last broke our sprinkler system line and now I am having floor problems due to the water they let under our Bldg.

I sincerely hope you do not see that they should double their current Rates.

Sincerely,
M.A. Dewey

INITIAL CUSTOMER NOTICE

November 24, 2008

Dear Customer:

On October 23, 2008, Osage Water Company (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate increases in its annual water and sewer operating revenues of \$112,086.00 (approximately 100%) and \$124,743.00 (approximately 100%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase requests, or comments regarding recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) ***within 30 days of the date of this notice***. Your comments should include a reference to case numbers SR-2009-0152 and/or WR-2009-0149. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

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: Water/Sewer Dept.
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 any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at 660-885-6914.

Sincerely,

Gary V. Cover, Receiver

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Minimum Charge (includes 2,000 gallons)	\$16.36	\$32.72	\$16.36
Usage Over 2,000 gallons (per 1,000 gallons)	\$3.87	\$7.74	\$3.87
Total Monthly Water Bill (at 6,000 gallons usage)	\$31.84	\$63.68	\$31.84
Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

Public Service Commission

In reference To case No SR-2009-0152

and WR-2009-0149.

As owners of a Condo at Cedar

~~Glenn Bldg 238 Unit 4-I~~ we are

in oposition of The proposed

water & Sewer rate increase

for Osage Water Company.

Thank You

RECEIVED

FEB 13 2009

Kenneth E. Figg

UTILITY OPERATIONS
DIVISION

Joretta M. Figg

RE: Case # SR-2009-0152 or WR-2009-0149

TO WHOM IT MAY CONCERN:

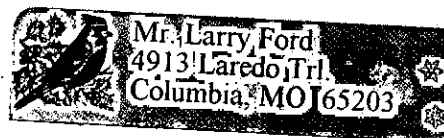
I know it's not going to do any good to protest the raise in the water rates, because you are going to do as you please.

But, I think it's a bunch of bull to double the price, when alot of us don't even use the minimum amount of water each month. If this is going to be, I will let the water run until I use 2000 gallons. At this time I only use 200 to 400 gallons a month, and some months I don't even use 50 gallons.

I, also, think it was a very low down way to print the letter on November 24, 2008, and hold it until the December 22, 2008 bill, and tell us we have 30 days to respond. It was past the date when we got the letter.

I know that half of the units don't even use hardly any water 6 months out of the year. With the way the economy is now, this just isn't right.

Larry K. Ford



RECEIVED
JAN 02 2009

UTILITY OPERATIONS
DIVISION

INITIAL CUSTOMER NOTICE

November 24, 2008

Dear Customer:

On October 23, 2008, Osage Water Company (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

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Gary V. Cover, Receiver

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Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

Osage Water Company

c/o Lake of the Ozarks Water & Sewer
840 Thunder Mountain Road
Camdenton, MO 65020

Phone # 573 346-2092**Fax # 573 346-4676**

Larry Ford
4913 Laredo Trail
Columbia, MO 65203

Bill Date	Due Date
12/22/2008	1/22/2009

Account #	Date Read	Previous Read	Present Read	Gallons Used
6096	12/22/08	62200	62400	200
Description				Amount
Drinking water service - December				16.36
Wastewater service - December				26.03
Total				\$42.39
Total Due with Past Balance				\$42.39

PLEASE NOTE: Service charge of 1 1/2% will be applied to all invoices 10 days past due. Any payments received after the 22nd of the month may not be reflected on this invoice.

Please detach and return with payment to:

Osage Water Company

c/o Lake of the Ozarks Water & Sewer
840 Thunder Mountain Road
Camdenton, MO 65020

Larry Ford

15352

Due Date	Balance Due	Account #	Amount Enclosed
1/22/2009	\$42.39	6096	

From the Desk of....

Jan. 31, 2009

Darlene Habel

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

RECEIVED

FEB 06 2009

UTILITY OPERATIONS
DIVISION

DEAR PUBLIC SERVICE COMMISSION,

WE ARE WRITING YOU REGARDING THE REQUEST BY THE OSAGE WATER COMPANY FOR RATE INCREASES OF 100%. (CASE # SR-2009-0152 AND WR-2009-0149) IT IS OBVIOUS THAT THESE PEOPLE HAVE WATCHED THE NEWS AND HAVE TAKEN A LESSON FROM THE WALL STREET EXECUTIVES. BLATENT MISMANAGEMENT AND TOTAL MISAPPROPRIATION OF FUNDS ARE THE ONLY POSSIBLE REASONS FOR THIS TYPE OF OUTRAGEOUS REQUEST. AND IF THAT IS THE CASE, THEN THE PETITION SHOULD BE MADE BY WHOEVER REPLACES THESE PEOPLE.

DO YOU KNOW WHY WE CHOOSE MISSOURI OVER STATES LIKE WISCONSIN WHICH ARE MUCH CLOSER TO OUR HOME? IT'S BECAUSE WE GOT SICK AND TIRED OF THE PRICE GOUGING WE EXPERIENCED THERE. AND, IF YOU ALLOW THIS

From the Desk of....

Darlene Habel

PATTERN OF BEHAVIOR BY IRRESPONSIBLE COMPANIES SUCH AS OSAGE WATER COMPANY, THE STATE OF MISSOURI WILL BE THE ULTIMATE LOSER BECAUSE PEOPLE LIKE US WILL LOOK ELSEWHERE TO SPEND OUR TOURISM DOLLARS.

IN CLOSING, HAVE THESE PETITIONERS TOLD YOU HOW MANY CUSTOMERS LIKE US HAVE ZERO USAGE FOR SEVEN OR EIGHT MONTHS? AND IN THE MONTHS OF USAGE, HAVE NEVER EXCEEDED THE MINIMUM USAGE? YET WE FAITHFULLY PAY THIS MONEY WHICH WE ALREADY DEEM TO BE AN EXCESSIVE AMOUNT.

VERY TRULY YOURS.

LEROY & DARLENE HABEL
CEDAR GLEN CONDOMINIUMS
UNIT # 514
CAMDEN, MISSOURI
65020

AMENDED CUSTOMER NOTICE

January 21, 2009

Dear Customer:

On October 23, 2008, Osage Water Company (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate increases in its annual water and sewer operating revenues of \$112,086.00 (approximately 100%) and \$124,743.00 (approximately 100%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

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Fax: 573-751-1847
E-Mail: water.sewer@psc.mo.gov

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Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866-922-2959
Fax: 573-751-5562
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Sincerely,

Gary V. Cover, Receiver

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Monthly Minimum Charge (includes 2,000 gallons)	\$16.36	\$32.72	\$16.36
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Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

Harold M. Harvey
6422 Eagle Crossing
Osage Beach, MO 65065

January 8, 2009

RECEIVED

JAN 13 2009

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

UTILITY OPERATIONS
DIVISION

RE: Osage Water Company Rate Increase
Case Numbers: SR-2009-0152
WR-2009-0149

To Whom it May Concern,

I am writing to express my concern about the proposed rate increases for water and sewer usage for Eagle Woods subdivision. I feel that these proposed rate increases are unjustified because there is sufficient water and sewer for the existing homeowners, and why should we, as homeowners, have to pay additional fees to "cover increases in expenses and/or investments in the Company's facilities".

As of February 27, 2007, our water is coming from a well located in our subdivision which is controlled by Osage Water Company. I was reassured in a letter from Gary Cover, Court-Appointed Receiver for Osage Water Company, dated March 7, 2008, that the change from our water coming from a well in the Golden Glades subdivision to a well in our own subdivision would not result in any rate increases to me. It is now nine months later and a proposed rate increase has been submitted.

The notice regarding this rate increase was dated November 24, 2008 and it stated that we were to provide any comments within thirty days of the notice. I did not receive the notice until after Christmas and the envelope is postmarked December 23, 2008. This makes me feel that Osage Water Company is trying to get these rate increases approved without the homeowners in Eagle Woods subdivision being able to comment.

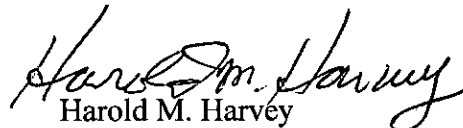
I am a retired, widowed man living alone and feel that if this rate increase is approved, that individual meters should be installed for each house in the subdivision, so that each household is paying for their own water usage rather than a flat rate, which is what is being paid now. I have relatives who live in Springfield and they pay \$14.75 for water and \$14.42 for sewer for 3740 gallons of water usage. This is a household of three and here I am, a household of one, that

would be paying more than \$80 per month for my water and sewer usage.

Also, I have knowledge that the developer of Eagle Wood Subdivision has been told that he cannot build any more additional homes in the subdivision until the water and sewer capacity has been increased. With the proposed rate increase being submitted and by me having this knowledge it almost leads me to believe that there possibly is some sort of partnership between the developer and Osage Water Company.

In closing, I hope that my opinion and comments, as well as any others from other homeowners in Eagle Woods Subdivision, on the proposed rate increases will be taken in to account before any final decisions are made. Thank you for your consideration in this matter.

Sincerely,


Harold M. Harvey

cc: Rep. Dr. Wayne Cooper
Gary Cover, Receiver

INITIAL CUSTOMER NOTICE

November 24, 2008

Dear Customer:

On October 23, 2008, Osage Water Company (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate increases in its annual water and sewer operating revenues of \$112,086.00 (approximately 100%) and \$124,743.00 (approximately 100%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

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To submit your comments in writing:

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: Water/Sewer Dept.

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 any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at 660-885-6914.

Sincerely,

Gary V. Cover, Receiver

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Minimum Charge (includes 2,000 gallons)	\$16.36	\$32.72	\$16.36
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Total Monthly Water Bill (at 6,000 gallons usage)	\$31.84	\$63.68	\$31.84
Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

January 5, 2009

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

RECEIVED

JAN 07 2009

**UTILITY OPERATIONS
DIVISION**

**~~This letter is in reference to Osage Water Company's request~~
for an increase in our water and sewer rates at our Condo
Complex in Camdenton, Mo., Case #SR-2009-0152 and /or WR-
2009-0149. This letter was received on Dec. 24th. The letter
head was dated Nov. 24th and the envelope was post marked Dec.
23rd. The letter further stated that we could only respond within
30 days of the notice. This was not being totally honest with
Osage Water's customers.**

**We have been with Osage Water now for the past 11 years.
We believe it is past time to permanently shut these people down
and to give permission for our Condo Complex (Cedar Glen) to
have a chance to purchase this water and sewer Co. and run it
more efficiently.**

**If permission is given to Osage Water Co. to increase these
water and sewer rates, this would definitely put a hardship
burden on the consumer.**

**Elvis and Marilyn Henson
120 River Breeze Way
St. Louis, Mo. 63129**

**C.C.
Office of Public Counsel
Water/Sewer Dept.**

26 January 2009

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

In reference to case numbers SR-2009-0153 and WR-2009-0150,
my opinion is that a 100% increase for water and sewer is
excessive.

A 50% increase would be more in line.

The cost of everything is becoming more expensive.

I am a concerned customer.

F Herring

Frank Herring
1301D Elm Hills Blvd
Sedalia, MO 65301

RECEIVED

JAN 30 2009

UTILITY OPERATIONS
DIVISION

To Public Service Commission

Gary V. Cover the Receiver of Ossage Water Co. Was appointed his position by a Judge that He knew ahead of appointment. He is no better a water Co. owner than the last owner ^{the} Williams. He Has not Done anything to Improve service to the Residence of ^{the} community.

They Still Don't ~~Read~~ Read Every meter in the Community. Even if families are living there. I Have proof. I live on a fixed Income and there asking to Make my Bill over \$100.00 a month. I'll Bet they Don't Spend over \$25,000.00 a year on Billing and Elect. For pumps and Repairs in a year. That Means there making \$200,000.00 profit a year off of less than 30 Homes that's out Regies, They need to Give us a discount not a Raise in our Bills.

I would like to See how much they spend a year. IF they make our Bills that high you won't Be able to Sell your property.

They Don't even Have plans to the water and Sewer System, Something any idiot could Draw On looking at the meters and ManHoles.

Please lower our Rates or turn Ossage Water Co. over to the Home owners in this Community.

Sending Copy of My Bill its usually a 3x7 Card

OVER

open to the Public, Shouldn't the Sewer
Bill Reflect Water usage.

Only a Communist would Raise peoples
water and sewer Rates During a Depression

Gary Cover water & Sewer Rates
in Clinton, Mo. Where He Lives

\$6.15 min. water

\$2.90 min. Sewer

\$5.31 per 1000 water

\$1.25 per 1000 sewer

He expect us to pay more than him
and His sewer is Based on water
usage.

Please send me info on How to
get are Community in Charge of are own
water and Sewer Systems.

Send to
David Howard
293 Cinnamon Ridge Dr
Sunrise Beach Mo 65029

RECEIVED

JAN 02 2009

UTILITY OPERATIONS
DIVISION

INITIAL CUSTOMER NOTICE

November 24, 2008

Dear Customer:

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Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

Making my Bill Approx → 115.74

Osage Water Company

c/o Lake of the Ozarks Water & Sewer
840 Thunder Mountain Road
Camdenton, MO 65020

Phone # 573 346-2092**Fax # 573 346-4676**

**Mr. & Mrs. Dave Howard
293 Cinnamon Ridge Drive
Sunrise Beach, MO 65079**

Bill Date	Due Date
12/22/2008	1/22/2009

Account #	Date Read	Previous Read	Present Read	Gallons Used
5002	12/17/08	1319645	1323246	3601
Description				Amount
Drinking water service - December				22.56
Wastewater service - December				26.03
Total				\$48.59
Total Due with Past Balance				\$48.59

PLEASE NOTE: Service charge of 1 1/2% will be applied to all invoices 10 days past due. Any payments received after the 22nd of the month may not be reflected on this invoice.

Please detach and return with payment to:

Osage Water Company

c/o Lake of the Ozarks Water & Sewer
840 Thunder Mountain Road
Camdenton, MO 65020

Mr. & Mrs. Dave Howard

15675

Due Date	Balance Due	Account #	Amount Enclosed
1/22/2009	\$48.59	5002	

6419 Eagle Crossing
Osage Beach, Missouri 65065

January 6, 2009

Public Service Commission
Attention: Water/Sewer Department
Post Office Box 360
Jefferson City, Missouri 65102

Reference: Case numbers SR-2009-0152 and WR-2009-0149

RECEIVED

JAN 09 2009

UTILITY OPERATIONS
DIVISION

Dear madam or sir:

The purpose of this letter is to raise my opposition to Osage Water Company's water and sewer request for rate increase submitted on October 23, 2008.

Please be aware that the enclosed 'Initial Customer Notice' requests that comments be submitted "within 30 days of the day of this notice" or by December 24, 2008. However, the notice was received at my house via USPS on December 24, 2008.

It is inconceivable to me that the Osage Water Company is requesting a 100% rate with no explanation to their customers why this massive increase is required. This is over 24 times the rate of inflation. This also comes at a time when this community is suffering from a recession. Our economy is not growing and this area continues to lose jobs. I work for Modine Manufacturing in Camdenton, Missouri who earlier in the year announced the plant would be closing. Several hundred of us will be losing our job in 2009, many which are served by Osage Water Company. The housing market in the Lake of the Ozarks is also depressed. Any area realtors will attest that houses are not selling and home values are down. Earlier this year, I attempted to sell my home at a lower price that I paid for six months previously and was not able to. This community cannot afford this type of increase at this time.

I urge the commission to carefully weigh this outrageous rate increase request and agree on a more palatable rate. Thank you.

Very truly yours,


Rene G. Junco

INITIAL CUSTOMER NOTICE

November 24, 2008

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Sincerely,

Gary V. Cover, Receiver

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Minimum Charge (includes 2,000 gallons)	\$16.36	\$32.72	\$16.36
Usage Over 2,000 gallons (per 1,000 gallons)	\$3.87	\$7.74	\$3.87
Total Monthly Water Bill (at 6,000 gallons usage)	\$31.84	\$63.68	\$31.84
Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

January 28, 2009

Public Service Commission:

CASE NUMBERS: SR-2009-0152 and WR-2009-0149

This letter is in response to the notification I received concerning the DOUBLING of my monthly rates for water and sewer usage with Osage Water Company.

I am amazed with the gull Osage Water had to even think of DOUBLING my rates. First of all, with the exception of two months out of the year, I do not even use 1000 gallons of water and those 2 months it barely goes over 2000 gallons. Thus I pay 10 months of the year for water/sewer that I do not even use. That has to be the case with the 11 of the 14 homes on my road as they are here only 2-3 times a year.

I am not opposed to a slight increase, but doubling seems a bit unreasonable. I am a recent widow and I am grateful for my teaching job. However, I know without a doubt that my salary for the following year will not double and I may not even get any type of raise. My suggestion to Osage Water would be to do as ALL Americans are doing during this economical down fall and that is to be as resourceful as possible with what they have. That is the call from our newly elected President for EVERY American to do their part in helping restore our economy. Greed and the want for more is what put us in this situation.

Thank you for listening to my concern and thank you for allowing Osage Water Customers to air their opinions.

Karen R Miller

Karen R Miller

RECEIVED

FEB 03 2009

UTILITY OPERATIONS
DIVISION

1-02-09

Ms. Maxine Milne

Attn. Peebles Service Comm.

Ref. No. Water & Sewer Dept.

SR-2009-0152

P.O. Box 360 Jeff. City, Mo.

I am shocked at the increase
on my water & sewer bill
You all are proposing.
I live on a fixed limited
income & I am also a
Widow with no children
to help me. I never recover
1100 gal a month after. I
have always paid my
water & sewer Bill on time.
I love living here. Sincerely
Flora Milne



Ben & Sharon Peine
6401 Acuff St.
Shawnee, Kansas 66216-2168
Phone: 913-268-4009

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

RE: SR-2009-0152 and/or WR-2009-0149

We have received your letter regarding the increases to annual water and sewer operations. Increases to these utilities are doubled? It appears to me that this is quite unfair to the consumers and your revenue needs and investments should not totally impact your customers.

With today's economy, everyone is looking for ways to reduce cost and it would seem you should be looking for "internal" methods of reducing cost before using the consumer as the answer. PLEASE listen to your consumers.

Ben and Sharon Peine

RECEIVED
DEC 31 2008

UTILITY OPERATIONS
DIVISION

John T. Russell

(Mailing Address)
PO Box 93
Lebanon, MO 65536
Home: 417-532-5326

(Office Address)
158 N. Adams
Office: 417-532-6050
Fax: 417-532-3031
johntrussell@earthlink.net

February 19, 2009

**FAX TO: Jeff Davis, Chairman
Public Service Commission
Jefferson City, MO 65102
FAX #573-751-1847**

**FROM: John T. Russell
FAX #417-532-3031**

PLEASE SEE ATTACHED LETTER.

This fax contains (2) two pages including this cover page!

John T. Russell

(Mailing Address)
PO Box 93
Lebanon, MO 65536
Home: 417-532-5326

(Office Address)
158 N. Adams
Office: 417-532-6050
Fax: 417-532-3031
johntrussell@earthlink.net

February 19, 2009

**Jeff Davis, Chairman
Public Service Commission
PO Box 360
Jefferson City, MO 65102**

Dear Mr. Chairman:

I am writing on my behalf and also several friends who ask for my support concerning the issue of the excessive rate increase proposed by the 'Osage Water Company.' The rates requested are beyond reasonable and I doubt these can be supported by facts.

I am sure the promoters would like to see the income doubled. No assurance of improved service from their water division. Off of K Highway, several customers had to buy filters in an effort to clear the water from the odor.

A public hearing at Osage Beach or Camdenton would be very helpful for the customers of Osage Water Company.

Perhaps these developments and or owners' association which have one of more wells, could acquire these back from Osage Water. At the time Osage Water acquired these water systems, I am sure the transactions benefited Osage Water and did little to protect the water-sewer customers.

Thanks for your consideration.

Sincerely,


John T. Russell

JTR/rjl

**Copy to:
Office of Public Counsel
Attn: Water/Sewer Department
PO Box 2230
Jefferson City, MO 65102
FAX #573-751-5562**

Case no[#] SK-2009-0152

" " WR-2009-0149

Jan 10, 2009

This letter is in reference to the request of Osage Water Co. for an increase in fees.

This large increase would place a burden on families already suffering from a bad economy.

I know it would hurt investments in the area.

Our home in St. Louis is lived in ~~twelve months of the year~~. We pay ~~\$480.00 a year~~, approximately \$40.00 a month.

Our Condo in Camden that is occupied about forty days a year is now \$42.00 a month for sewer & water. With the rate increase we will be paying \$84.00 a month and over a \$1000.00 a year.

The public Service Commission should consider the impact on families that Osage Water Co. serves.

RECEIVED

JAN 14 2009

UTILITY OPERATIONS
DIVISION

Saundra Sampson
Edward J. Sampson

RECEIVED

26 Dec 08

DEC 31 2008

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

UTILITY OPERATIONS
DIVISION

FROM: W. L. SIEFKAS, P.O. BOX 967, SUNRISE BEACH, MO . 6579

SUBJECT: CASE #SR-2009-0152/WR-2009-149 Regarding the requested rate increases by OSAGE WATER CO.

1. Osage Water Co has informed us that they have requested a 100% increase in both water and sewer rates. We have not seen any proposal or plans for new equipment or improving the system, only maintaining the present system.
2. I live at 1545 Oak Bend Rd and I am a customer of Osage Water Co. This water and sewer system is being serviced by Lake Ozark Water and Sewer. I believe a realistic rate increase is justified by the improved service, a 14% increase in electric rates, increased labor and materials cost. A realistic increase, not a 100% increase.
3. The requested 100% increase in rates would raise an average water and sewer monthly bill from nearly \$50 to about \$100. Many of the customers living in this area are retired and on a fixed income that might see a 4% increase in 2009. This large increase would take a big bite out of their already stressed monthly income.
4. Again, I am sure a realistic increase is needed and justified, just not the large one requested.

W. L. Siefkas
W. L. SIEFKAS

12/30/08

RECEIVED

JAN 05 2009

Public Service Commission

UTILITY OPERATIONS
DIVISION

Attn: Water / Sewer Dept.

P.O. Box 360

Jefferson City, MO 65102

Dear Sirs:

Please REFERENCE: Case # SR-2009-0152

WR-2009-0149

Your letter "Initial Customer

Notice" of 11/24/2008

I understand your letter was written 11/24/08, but for whatever reasons I received it 12/24/08, so I can not comply with this 30 day requirement for reply.

My comments:

1. I think the water company personnel must be watching too much T.V. - like the "Successful Wall Street Bankers" bill out successes. They want 100% increase over already ridiculous rates & practices.

A. More than 2/3 of Cedar Glen Condo owners sue water providers & aren't even at Condos for more than 1/2 the year, but yet ALL pay the \$42.39 monthly charge year round + more in summer when water is used.

B. Their equipment / procedures are not accurate at least part of time. As example (over)

I closed the condo & came to Kansas City
on 11/22/08. The condo has ~~been~~ been
closed with water shut off until my
brief visit yesterday 12/29/08. Water
bill came - billing period Nov 22 thru
Dec 22 - date meter was read. Bill showed
prev. reading 65,400, present reading 65,700, 300
gal used. It is not only odd that readings
were exactly 65,400 & 65,700, but no water
could have been used. I called them this AM.
They said 02106 probably leaks. I told them
no, because I always drain toilets when
I shut water off (by Assoc. rules) for an
extended absence I drain toilets. If 02106
leaked, toilet tanks would have had water
in them -- they did not. Assoc. Water
Rep. said they would check meter & call
me back.

I certainly hope you people will not seriously
entertain anything like a 100% increase.
I think a decrease is more likely the proper
course of action. The 2000 gal min usage
charge is especially distasteful to their customers.

Sincerely,

Bob L. Snyder
11819 Virginia
Kansas City, Mo. 64131

Ph 816/943-1501

OR 238 Cedar Glen Drive
Unit I J
Candler, Mo. 65020

Public Service Commission

Office of the Public Counsel

RE: Case # SR-2009-0152

Case # WR-2009-0149

As customers of Osage Water Company we are totally again the requested rate hikes. The residents of Eaglewoods have tried to find a solution to the water and sewer situation for years. We have work with PSC, DNR, the Attorney General Office and many others. All the state agencies we worked with know we never could get the support we needed. We had hope with the Receivership that a lot the problems would be resolved. However, here we are again someone wanting us to pay the price for the mistake made by the developer, Mr. Williams and most all the State of Missouri. Therefore we want to strongly recommend this request for Osage Water Company be denied.

Since the beginning of this problem there were many of us who though one way or the other the homeowners would have to pay the price for the State approval of the utilities provided in Eaglewoods. We hope this time the State takes our position and not allow our utilities to be rate to such ridiculous rates.

12/28/2008

Ardene Chini-Sollazzo 348-3814
Matthew David Sollazzo 348-3814

INITIAL CUSTOMER NOTICE

November 24, 2008

Dear Customer:

On October 23, 2008, Osage Water Company (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate increases in its annual water and sewer operating revenues of \$112,086.00 (approximately 100%) and \$124,743.00 (approximately 100%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase requests, or comments regarding recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) *within 30 days of the date of this notice*. Your comments should include a reference to case numbers SR-2009-0152 and/or WR-2009-0149. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

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: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866-922-2959
Fax: 573-751-5562
E-Mail: mopco@dcd.mo.gov

To submit your comments via the Commission's Website:

(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 one of the case numbers shown above. (To submit comments for both cases, the process must be repeated for each case number.)

If you have any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at 660-885-6914.

Sincerely,

Gary V. Cover, Receiver

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Amount of Rate Change</u>
Monthly Minimum Charge (includes 2,000 gallons)	\$16.36	\$32.72	\$16.36
Usage Over 2,000 gallons (per 1,000 gallons)	\$3.87	\$7.74	\$3.87
Total Monthly Water Bill (at 6,000 gallons usage)	\$31.84	\$63.68	\$31.84
Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

The Film Group, Inc.

Screen / Teleplay Development

452 Princeton Street • Canton, MI 48188

P.O. Box 1345 • Santa Monica, CA 90906

(734) 981-8273 Office • (734) 844-3980 Fax • (310) 226-7119 CA Office

January 27, 2009

Public Service Commission

Attn: Water/Sewer Dept.

P.O. Box 360

Jefferson City, MO 65102

RECEIVED
FEB 02 2009

RE: Case No. SR-2009-0152

Case NO. WR-2009-0149

UTILITY OPERATIONS
DIVISION

Dear Sir/Madam:

Reference the above caption matter(s), I appreciate this opportunity to submit my opposition to what I can only describe as a ludicrous attempt by the Osage Water Company to grossly penalize their customers in an attempt to offset mismanagement and dereliction, a fact that has been recognized in the industry for many years.

As do I understand, and am sure the reader of this complaint letter understands, a rate escalation of 100% (monthly flat rate) is standard scare tactic strategy to eventually maneuver downward to whatever they can get from the commission.

Even though I reside in my condo a maximum of one month a year, water, and subsequently sewer, is totally shut off for eleven month. Nevertheless I still pay a monthly water and sewer charge for the entire year and am willing to same regardless of a cost increase.

Television: Plague, Walker T.R., CBS • The Zoo Keeper, Walker, T.R., CBS • Pool Party, NBC

Feature Film: Forest Warrior • Overkill • Top Dog

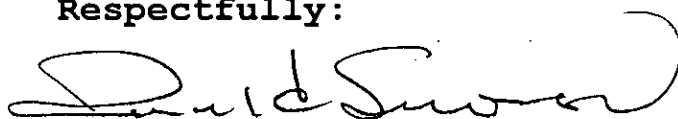
Available Scripts:

• I Walk With Kings • The Zoo Keeper • Black Ops • Justifiable Homicide • The Houdini Threshold • Death 101

My concern here, however, is for the 60-70% of the part time residents, and even many of the permanent residents (mostly retired and on limited fixed incomes) who will suffer dire consequences if The Osage Water Company is able to pull off such a reckless coup.

I am confident that your regulatory commission will indeed find a solution that is beneficial to all concerned.

Respectfully:



Ronald E. Swanson
198 Cedar Glen Dr.
Unit 1C
Camdenton, Missouri 65020

PRIMARY RESIDENCE
5461 Highbury Dr. SE
Ada, Michigan 49301

The Film Group, Inc.

Screen / Teleplay Development

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(734) 981-8273 Office • (734) 844-3980 Fax • (310) 226-7119 CA Office

January 27, 2009

Public Service Commission

Attn: Water/Sewer Dept.

P.O. Box 360

Jefferson City, MO 65102

RECEIVED

FEB 02 2009

RE: Case No. SR-2009-0152

Case NO. WR-2009-0149

UTILITY OPERATIONS
DIVISION

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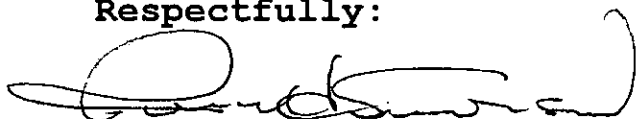
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Respectfully:



Ronald E. Swanson
198 Cedar Glen Dr.
Unit 1C
Camdenton, Missouri 65020

PRIMARY RESIDENCE
5461 Highbury Dr. SE
Ada, Michigan 49301

January 30, 2009

Copies to:
Public Service Comm.
Attention: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102

Office of the Public Counsel
Attention: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102

Today, we received the notice from Osage Water CO. notifying us of the proposed (and outrageous!) increase for Eagle Woods sewer and water services.

We "average folk" have already been victimized by a collapsed economy. Therefore, I must appeal to the Social Security Administration that we feel it is time for a 100% increase in our S.S. checks in order to cover already rising costs now including this "far out" proposal. Osage Water CO. certainly pushes the envelope with such audacity proposing this 100% absurd increase! Someone must have had a bizarre illusion that this idea could fly!

Yes, indeed the Office of Public Counsel will definitely receive a copy of these comments. ~~The Commission and Office of Public Counsel will definitely receive a copy of these comments,~~ as it is their duty to ensure fairness, as in this case, for the citizens of Missouri. We are hopeful that these officers can rise to this challenge and quickly deny this proposal for a 100% rate increase in water and sewer rates for Eagle Woods!

Sincerely, Arthur and Louise Timson 6494 Red Fox Lane Osage Beach, MO

Winter address: 10950 W. Union Hills Dr. #1215 Sun City, AZ. 85373
(623)9774344

Arthur Timson

Louise Timson

RECEIVED

FEB 04 2009

UTILITY OPERATIONS
DIVISION

12-26-08

Dear Sir's

Only common f:

OUTRAGEOUS

Water + Sewer will be higher than electric
Bill.

Alan Wallach

INITIAL CUSTOMER NOTICE

November 24, 2008

Dear Customer:

On October 23, 2008, Osage Water Company (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate increases in its annual water and sewer operating revenues of \$112,086.00 (approximately 100%) and \$124,743.00 (approximately 100%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

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To submit your comments in writing:

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: Water/Sewer Dept.
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:

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If you have any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at 660-885-6914.

Sincerely,

Gary V. Cover, Receiver

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Monthly Minimum Charge (includes 2,000 gallons)	\$16.36	\$32.72	\$16.36
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P.O. Box 995

2-4-09

Osage Beach Mo. 65065

Public Service Commission

P.O. Box 360

Jefferson City MO 65102

RECEIVED

FEB 10 2009

Attn: Water / Sewer Dept.

UTILITY OPERATIONS
DIVISION

RE: SR 2009-0152 and W.R.-2009-0149

Where else can a company ask to double their rates? Water arrives at our location with impurities, as well as a sulfur odor. Water must be filtered before drinking. Inquiries have been made several times during the past 5 years, with no improvement in water quality. We are considering an inline filtering system to reduce some of these problems.

It would be helpful to see how expenses have increased to warrant such an increase in rates. A 5 year itemized income statement and a current fiscal budget would show how the amortization of original capital expenses are being handled and how the current expenses are

allocated.

With this said we are opposed to the
doubling of the water and sewer rates.

Respectfully,

PHOTOGRAPH

THE CHAIRMAN OF THE BOARD

William and Mary Warren

owners, 62460 Red Barn Road, #2, 55

Osage Beach, MO. 65065

And, I have heard the same response from our family, friends and neighbors down at the Lake of the Ozarks.

So, please hear our voice, and don't let the Osage Water Company raise their rates.

I would also like to mention, our little subdivision has there own treatment plant, just down the road from our home on Cinnamon Ridge. The last time we walked down to it, it was hard to believe anyone had ever been to it. Especially after seeing the dead owl & all the debris floating in it.

Please think long and hard before excepting this proposal.

Sincerely,

Mr & Mrs Michael Wilson
251 Cinnamon Ridge Dr.
Sunrise Beach MO

RECEIVED

JAN 13 2009

UTILITY OPERATIONS
DIVISION

Public Service Commission
January 6, 2009
Dear Commission,

We are writing you in regards
to the letter we received from the Usage
Water Company. And since we did not
receive it until Dec 29th, we were
unable to respond any sooner.

The request to raise our water
bill is to say the least "OUTRAGEOUS".
We have a home at 231 Cinnamon Ridge
Dr., Sunrise Beach, MO., we at present
time live in Clarinda, Iowa with retired
meat. Cost of upkeep, utilities and especially
water, when we aren't there, is extravagant.
But the proposed increase is just
too much. We so wanted to make our
home in Missouri again. But with this
increase, that dream will not be a reality.

November 24, 2008

Dear Customer:

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Total Monthly Sewer Bill	\$26.03	\$52.06	\$26.03

Russo, Jim

From: edbachmann@sbcglobal.net
Sent: Sunday, February 01, 2009 11:38 AM
To: Water.Sewer
Subject: Sewer & water rates Case #SR-2009-0152

Case # SR-2009-0152

WE are opposed to a 100% rate increase, it will create a hardship on us in these unsable times. How can they justfie 100% rate increase??

The majority of their customers are condo owners who do not use their condo units more than one or two weekends a month, thereby there is no use of water or sewer to treat.

Ed Bachmann
238 Cedar Glen unit 2H
Camdenton Mo.

2/3/2009

Russo, Jim

From: Mike & Katie Bradley [mbradley@mchsi.com]
Sent: Wednesday, December 24, 2008 3:54 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Osage Water Company Case No. SR-2009-0152 & WR-2009-0149

On December 24, 2008, I received my December bill from Osage Water Co. The bill is post marked December 23, 2008.

In the bill is an "Initial Customer Notice" dated November 24, 2008 concerning Osage Water Company's October 23, 2008 request for an 100% increase in its rates.

The notice states that comments must be submitted "within 30 days of the date of this notice".

Because the date of the notice is 30 days prior to the actual notice, as a customer of Osage Water, I am submitting this response in opposition to any rate increase.

I am also President of the Harbour Bay Condominium Association, which is a customer of Osage Water, in that role I also am submitting that the Harbour Bay Condominium Association is opposed to this rate increase.

Because of the lack of notice the Association has not had the opportunity to hire legal counsel to oppose this rate increase. We reserve the right to submit a more detail statement in opposition.

Michael W. Bradley
3810 Hallbrook Court
Columbia, MO 65203
573-443-4617

I am using the Free version of SPAMfighter

We are a community of 5.8 million users fighting spam.

SPAMfighter has removed 671 of my spam emails to date.

The Professional version does not have this message

Russo, Jim

From: joan brouwer [barg_inc@msn.com]
Sent: Thursday, February 05, 2009 4:20 PM
To: Water.Sewer
Subject: Increase of Rates

To whom it may concern,

Please do not allow Osage Water Company to increase our rates at Cedar Glen Condos.

They already have an exorbitant minimum monthly bill of \$ 42.39, even if you do not use a single drop of water. They are trying to double our minimum monthly.

The reference numbers are: SR-2009-0152 and WR-2009-0149.

I own 3 units 238-4H, 238-1C, and 306-1B. My husband and I leave the State for 5 months in the Winter. The other 2 units are only used for about 3 months in the summer. I feel the minimum monthly amount is already too high.

Thank you for listening to the Owners

Joanie Brouwer
238 Cedar Glen DR # 4H
Camdenton, MO 65020
573-346-0545

If you need to contact me before March,
use my Cell phone: 636-399-3569

Russo, Jim

From: A C [cuatdlk@yahoo.com]
Sent: Saturday, December 27, 2008 6:56 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Osage Water Co. sewer rate increase

To those concerned:

I am writing in response to a letter I received in the mail postmarked as 23 Dec 2008 and received on 24 Dec 2008. The rate increase requested by Osage Water Company is dated in the letter as 23 October 2008 and the letter is dated to me on 24 November 2008. It says if I want to respond with concerns, I must do it "within 30 days of the date of this notice". How can I do this if the notice is dated 24 Nov 2008 and it wasn't even mailed and post marked until 23 Dec 2008!!???

So, I would like to respond anyway and maybe someone in the system can help us out here. I agree a rate increase may be needed to keep the system updated and functioning properly. But a 100% increase??? Don't forget those of use out here on low incomes and FIXED incomes struggling to make it each month. Who is going to increase our FIXED incomes 100% to keep pace with such increases???

Please consider that the greater the increases for these companies, the harder it is for folks to keep up and ultimately fall behind resulting in even less income for the companies. If rates are increased slowly and reasonably, folks are more likely to keep up with payments. Please help us. Thanks for your time.

Allen Crist

Russo, Jim

From: Mike Christensen [mikechristensen@charterinternet.com]
Sent: Friday, January 30, 2009 2:17 PM
To: Water.Sewer
Subject: Osage Water Company comments

I beg the PSC to reject the rate increase for Osage Water Company. I live in Golden Glade on Lot 23. Currently, the city of Osage Beach charges around \$16-17 per month for sewer and \$25 (on average) for water.

We should be in line with what Osage Beach charges. I would argue to lower our rates instead of raising them and be more in line with Osage Beach rates.

Also, to keep the value of our, already declining house values in check, we need water and sewer rates that are reasonable if we sell our house. These proposed rates will take us far above most subdivision rates in our market. With a struggling economy, asking for residents to pay more (double???) is not right in today's economic situation.

Furthermore, I would ask what the long-term plan of Osage Water Company is. My guess is they are planning to get a rate increase and then sell the company for a large profit.

I thank the PSC for your fairness and listening to our concerns and opinions.

Mike Christensen
Lot 23 Golden Glade 2nd Addition
573-280-0127

Russo, Jim

From: Bob Clark [Bob.Clark@ascentpowerllc.com]
Sent: Monday, December 29, 2008 12:49 PM
To: Water.Sewer
Subject: SR-2009-0152 / WR-2009-0149

To: Public Service Commission
Attn: Water / Sewer Department

I am writing in response to the Initial Customer Notice dated November 24, 2008. I realize that I only had 30 days to respond, however I have been out of town since December 19th and this letter had not arrived prior to then, therefore I am responding as soon as I have received the letter.

If my comments are still eligible to be heard, I am appalled as I hope you at the commission are that the Osage Water Company is asking for a 100% increase in rates! 100%! I realize a great deal goes into the infrastructure associated with these services, but I also realize there are many, many homes, condos, etc in that area that are rarely used or occupied (i.e. weekends). Quite frankly I consider myself fortunate to have a property at the lake we can enjoy, but will never understand how this Company or any other cannot or will not manager the resources they have. With growing customer base comes a growing revenue stream, therefore why the outrageous rate increase?.

Given the letter the Company sent was not completed, copied, and mailed efficiently enough to allow Customers to respond within the 30 day window I should not be surprised they are asking for their rates to be doubled, I would only ask that the Commission allow no rate increase until the Company shows some commitment to improving the efficiency of their operations with justification where and why the additional monies are required.

Thank you,

Bob L. Clark
ASCENT CORP
9643 Olive Boulevard
St. Louis, MO 63132

314-989-1011 (o)
314-713-2846 (m)
314-989-1122 (f)
bob.clark@ascentcorp.com

1/5/2009

Russo, Jim

From: lisa michelle dallas [dallastapjaz@sbcglobal.net]

Sent: Thursday, January 01, 2009 6:21 PM

To: Water.Sewer

To whom it concerns,

We are condo owners in Cedar Glen Condos and visit our condo only approximately three to four times a year. The proposed water and sewer rate increase is totally unreasonable and unfair. At these rates we would not be able to afford even keeping our condo. I certainly hope that this rate increase is not passed.

Lisa Dallas

Dance Productions Unlimited

#7 Fox Valley Center

Arnold, Mo 63010

(636) 287-6110

(314) 276-5413 -cell

1/5/2009

Russo, Jim

From: lisa michelle dallas [dallastapjaz@sbcglobal.net]
Sent: Wednesday, February 04, 2009 1:25 PM
To: Water.Sewer
Subject: cedar glen/camdenton increases

To whom it concerns,

I am writing in regards to SR20090152 and WR2009-0149, increases that will affect Cedar Glen Condos in Camdenton. I find this increase incredibly high and ridiculous for us owners who barely use the services. We are lucky to make it there once every three months if that much. This increase is very unfair and unjust. It's hard enough in these tough economic times to even hold on to ownership there without an increase like this. I believe this increase if it goes through will force many like us to have to put our condos up for sale.

Lisa Dallas

7100 Carverview

St. Louis, Mo 63129

(314) 276-5413 -cell

2/5/2009

Russo, Jim

From: Terry Darling [tsdarling@gmail.com]
Sent: Thursday, January 01, 2009 6:01 PM
To: Water.Sewer
Subject: public comment on case #SR-2009-0152, #WR-2009-0149

We recently received notice from Osage Water Company of their proposed 100% increase in rates. We believe strongly that the increase in rates is, quite frankly, outrageous and completely unjustified.

We own a condominium in Camdenton and are subject to minimum usage rates which are approximately *30 times* what we pay at our full time residence. If this proposed rate increase goes into effect, our water/sewer rates at our condo will be close to *100 times* what we pay at our full-time residence. There cannot be any plausible justification for this increase. The impact on condo development and resale of Osage Water Co condo customers will be extremely adverse.

Please do not approve this increase.

Terry and Ron Darling
3C, Bldg. 238
Cedar Glen Condominiums
Camdenton, MO

1/5/2009

Russo, Jim

From: Donnelly, Kevin [kdonnelly@lsi-solutions.com]
Sent: Wednesday, February 04, 2009 12:11 PM
To: Water.Sewer
Subject: Proposed Increase

To Whom It May Concern:

As a homeowner at Cedar Glen Condos in Camdenton, MO I must protest the doubling of our rates in regards to cases SR-20090152 and/or WR-2009-0149. In this day and age, doubling a cost is totally against the grain of how our country is trying re-spark our economy.

Sincerely

Kevin M Donnelly
(M) 314-422-0727
kdonnelly@lsi-solutions.com

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2/5/2009

Russo, Jim

From: Pedwind@aol.com
Sent: Friday, January 16, 2009 1:12 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Rate increase SR-2009-0152 and WR-2009-0149

Dear Sirs,

I am opposed to any rate increases requested by the Osage Water Company. As a vacation home, my property is used a few weeks a year. I am currently paying an exorbitant price for a service that is not used many months during the year. Osage Water Company is already collecting monthly fees without having to provide any services.

Again, I am opposed to any increase in rates.

Paul E Drennan
133-4A Cedar Glen (formerly 241)
Camdenton, Mo

If further information is needed, please contact me at my permanent residence;
2190 Rolland Drive
Glendale Heights, IL 60139
1-630-351-5089

Thank You!

A Good Credit Score is 700 or Above. See yours in just 2 easy steps!

Russo, Jim

From: Jim and Jan Duermeyer [jduermey@swbell.net]
Sent: Friday, January 02, 2009 10:27 AM
To: Water.Sewer
Subject: Osage Water Co. request for rate increases

I am writing to go on record as being opposed to the recent increase requested by the Osage Water Co. Their request cases are:

SR 2009-0152, and SR 2009-0149

These requests entail a 100% increase in water rates in the Camdenton, MO area. This area includes a great number of vacation homes, which are used only a small portion of the calendar year. Not only is this increase exorbitant, but it is unfair. If the increase is granted, at the very least Osage Water should be required to install water meters at all residents serviced by them, so that billing and rates are based on water usage. Secondly, Osage water should be required to lower their monthly minimum rate (presently \$42/mo versus their proposed \$85/mo), and base the remainder of their fees on actual usage. As it is right now, Osage Water simply bills the minimum \$42 monthly rate, whether a client uses any water or not. This system is unfair.

I am asking that you closely examine Osage Water's request, and either deny, or modify the requests to be more equitable for clients of this utility. Thank you.

James and Janet Duermeyer
Cedar Glen Condominiums
Camdenton, MO
ph. 817 656-4314

1/5/2009

Russo, Jim

From: august [august@dtntspeed.net]
Sent: Saturday, January 10, 2009 3:21 PM
To: Water.Sewer
Subject: sr-2009-0152 & wr-2009-0149

Dear Sirs:

This correspondence is in response to the rate increase sought by Osage Water Company. I am a Mayor of a town of 1200 and have been for twelve years. The major responsibility of my office is the operating and control of the city water and sewer. Eight years ago our village put in a new water system that included a new tower and treatment facility. Our average water bill at the time was \$19.00. We made \$500,000.00 worth of improvements on a system that has 350 users. Our rate increase to fund the associated debt was 30%. This raised the average water bill to \$22.50. I and my board thought long and hard about that big of an increase. It turned out to be just about right and rates have been unchanged since. Osage water was given the operations of our water at Cedar Glen as a result of a Bankruptcy. The "system" consist of a well, some treatment and minimal mains. A lot of the meters at the complex I am sure never go over the minimum usage and some months, winter, use no water. Yet the bill goes on. Two things should happen as a result of this request for such an outlandish increase in the rates at Cedar Glen. First, the increase should be denied and careful examination of Osage Water's books should be done. Look and see if Cedar Glen's water and sewer, which is in receivership, is being used to prop up losses in other areas. The second and most important item is to take this back to the bankruptcy judge and take the system away from Osage for incompetent operations. As an operator of a municipal water and sewer, I can tell you that if I let my system run to where I needed a 100% increase to maintain the system, I would be elected out of office. I would hope that you folks on the P.S.C. would look into the entire history of Cedar Glen's water and sewer and do what is right. Our water and sewer rates should be plant adequate to run and maintain our system. The sewer side especially, with type of system it is should be in very good shape. The only explanation for increased cost would be exorbitant salaries or dividends being taken out of the system. That folks is not what the judge had in mind in awarding receivership to Osage. In closing please let me assure you that I would be more than happy, as one owner, to take the water and sewer headaches away from osage if they are indeed losing money at the current rates. I hope that this request is denied and things are looked into as to where all the money is going.

Thank you, August C. Eilts (Unit272-4c)
Mayor
Hopedale, Illinois

Russo, Jim

From: ALAN ENGLE [alpmgroup@yahoo.com]
Sent: Monday, January 05, 2009 8:43 AM
To: Water.Sewer
Subject: water rate increase

To Whom it may concern;

We have been notified that our current water/sewer rates at Cedar Glen Condo's in Camdenton Mo. are proposed to increase by over 100%. This is a ridiculously high increase and would have average monthly bills at over 90.00/ month for the condo owner. How could you possibly propose to double the fees? This, along with the current national economy, makes owning this "asset", borderline affordable. Just since we bought our condo, almost two years ago, real estate values in the condo market at Cedar Glen have dropped by almost 35%. That's DROPPED, not increased or even stayed even. Along with this water/sewer rate increase, just the annual operating costs, not the mortgage, is approaching 3800.00 to 4000.00. We think we deserve a rational answer to the rate increase and not just a typical governmental response that "costs have gone up and we just need more money". If rates should have been adjusted periodically over the last 5 or more years, the why did you wait until having to double the rates? Please respond in a professional and timely manner and not just ignore and sweep this under the governmental rug!

Alan M and Donna Engle
9761 Gabriel Drive
Bloomington Illinois 61705
309-828-3825
309-829-4676 fax response number

Russo, Jim

From: PhilErnzen@aol.com
Sent: Friday, January 02, 2009 9:20 AM
To: Water.Sewer
Subject: Osage Water rate Increase

To Whom It May Concern,

We wish to register our opposition to the Osage Water & Sewer Rate increase. This represents a 100% increase from current rates, totally unrealistic.

Phillip & Mary Anne Ernzen
Cedar Glenn Condominiums
Camdenton, MO

New year...new news. Be the first to know what is making headlines.

1/5/2009

Russo, Jim

From: Ty Fleshman [silverfire_66938@yahoo.com]

Sent: Friday, January 02, 2009 3:29 PM

To: Water.Sewer

Subject: Water/sewer rate increase

I live at Cedar Glen Condominiums in Camdenton MO. We just received a proposed 100% increase in our rates which is totaling outrageous!! People who live here are older and single people and the rest are only here on some weekends. Some owners are only here occasionally on weekends in the summertime. Many of us live on a fixed income. I am sure no one here even uses the minimum. Maybe this water company should be required to put meters on each condo if they think we use so much water.

I have talked to my neighbors and they as well as I, will move if the Osage Water Company is allowed to overcharge us.

Thank You,

Tyera Fleshman
306 Cedar Glen Dr Unit 1C
Camdenton MO 65020
573-346-4842
silverfire_66938@yahoo.com

Russo, Jim

From: Fontanasl@aol.com
Sent: Saturday, January 03, 2009 9:56 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: rate increase

This rate increase is extreme for the amount of water and sewage usage we as part time residents use. We would like for you to take this in consideration if you didn't have us part time residents just what would you have to charge your full time residents? We as part time residents use our water and sewer services approximately three months per year. We are charged a minimun bill for twelve months at approximately \$43.00 a month. If you allow this increase the minimun bill will be approximately \$85.00 a month. At our full time residents in St. Louis Co. we pay approximately \$36.00 a month for full time usage of water and sewer services.

Thank you for taking your time reading this and please take this in consideration.

**Syl and Sally Fontana
Account #6055 Osage Water Co.
Cedar Glenn Condo**

Stay up-to-date on the [latest news](#) - from fashion trends to celebrity break-ups and everything in between.

Russo, Jim

From: Steve Gum - RE/MAX at the Lake [callsteve@ozarkhome.com]
Sent: Monday, January 12, 2009 12:43 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: water and sewer rates

Case # SR-2009-0152
WR-209-0149

I just received my initial customer notice to the proposed rate increase. I am shocked to see that they want to charge double on the utilities. Most people are struggling to keep up on their bills now and in this economy you want to increase it more. I feel that the rates are high enough right now and that management needs to take a look at themselves and their budget before adding undue expenses on their clients. I would like to double my income overnight but that is not realistic and neither is doubling the utility rates.

Steve Gum
Broker / Sales

RE/MAX at the Lake
P.O. Box 1111, Laurie, MO 65038
Direct: 573-374-3218 ~ Cell: 573-280-5754
Fax: 573-374-8363
www.OzarkHome.com

Russo, Jim

From: Judith A Hedrick [jahedrick@hotmail.com]
Sent: Saturday, January 17, 2009 11:40 AM
To: Water.Sewer
Subject: Rate Increase - Case #SR-2009-0152

The rate increase of 100% is unjustifiable for the following reasons.

- 1) Since there is no meter on our premises, how can a "double" usage figure be determined?
- 2) The current Osage Water Company does not perform routine maintenance such as pumping out tanks; they only perform the service when called as the tanks overflow.

Please consider the Osage Water Company request for a 100% rate increase to be unwarranted.

Thank you.

William & Judith Hedrick
Cedar Glen Condo's
306 Cedar Glen Drive, Unit 1D
Camdenton, MO 65020
573-346-5249
hedrick3061d@charterinternet.com

Osage Water Company
Case #SR-2009-0152

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1/22/2009

Russo, Jim

From: courtneyhenderson@charter.net
Sent: Tuesday, January 06, 2009 3:30 PM
To: Water.Sewer
Subject: proposed water rate increase

I would like to say that a 100% increase in our rates at Cedar Glen Condominiums seems ridiculous. I cannot imagine the need to increase it by that much.

Courtney Henderson
resident of Cedar Glen Condominiums

Russo, Jim

From: Kathy Hoots [jhoots6142@charter.net]
Sent: Wednesday, February 04, 2009 1:03 PM
To: Water.Sewer; mopco@ded.mo.gov
Cc: jhoots6142@charter.net
Subject: OSAGE WATER AND SEWER RATE INCREASE

Dear Sir,

I live at Cedar Glen Condominiums, building 306, condo 3A since 2004. I have always felt that our water and sewer bill was a bit high and that was the reason we have not had a rate increase. My water and sewer bill at my Ballwin, Missouri residence was about the same as the condo water and sewer each month, \$42.39, give or take a few dollars.

I really feel a 100% increase for our water and sewer is outrageous and unfair! Does Osage Water and Sewer really need that large of an increase? I have discussed this with a friend who works for the St Louis Water Company and she feels this increase is way out of line. It was discussed that Osage Water really expects a smaller increase but ask for this large of an increase just to get an increase of any size.

Do not give in to this company, keep our monthly bill the same.

Respectfully,

James G and Katherine I Hoots
636 391 6142

Russo, Jim

From: Kathy Hoots [jhoots6142@charter.net]
Sent: Wednesday, February 04, 2009 1:11 PM
To: Water.Sewer; mopco@ded.mo.gov
Cc: jhoots6142@charter.net
Subject: OSAGE WATER AND SEWER RATE INCREASE

Dear Sir,

I live at Cedar Glen Condominiums, building 306, condo 3A since 2004. I have always felt that our water and sewer bill was a bit high and that was the reason we have not had a rate increase. My water and sewer bill at my Ballwin, Missouri residence was about the same as the condo water and sewer each month, \$42.39, give or take a few dollars.

I really feel a 100% increase for our water and sewer is outrageous and unfair! Does Osage Water and Sewer really need that large of an increase? I have discussed this with a friend who works for the St Louis Water Company and she feels this increase is way out of line. It was discussed that Osage Water really expects a smaller increase but ask for this large of an increase just to get an increase of any size.

Do not give in to this company, keep our monthly bill the same.

Respectfully,

James G and Katherine I Hoots
636 391 6142

Russo, Jim

From: Kathy Hoots [jhoots6142@charter.net]
Sent: Wednesday, February 04, 2009 1:20 PM
To: Water.Sewer; mopco@ded.mo.gov
Cc: jhoots6142@charter.net
Subject: OSAGE WATER AND SEWER RATE INCREASE

Dear Sir,

I live at Cedar Glen Condominiums, building 306, condo 3A since 2004. I have always felt that our water and sewer bill was a bit high and that was the reason we have not had a rate increase. My water and sewer bill at my Ballwin, Missouri residence was about the same as the condo water and sewer each month, \$42.39, give or take a few dollars.

I really feel a 100% increase for our water and sewer is outrageous and unfair! Does Osage Water and Sewer really need that large of an increase? I have discussed this with a friend who works for the St Louis Water Company and she feels this increase is way out of line. It was discussed that Osage Water really expects a smaller increase but ask for this large of an increase just to get an increase of any size.

Do not give in to this company, keep our monthly bill the same.

Respectfully,

James G and Katherine I Hoots
636 391 6142

Russo, Jim

From: Bobette Hoppers [bhoppers@webtv.net]

Sent: Friday, January 09, 2009 1:14 PM

To: Water.Sewer

Subject: SR-2009-0152 or WR-2009-0149

This request for increases was in our stmt. of 12/22/08. The initial cust. notice was dated 11/24/08, which would not give 30 days to reply. This doubling of our sewer rate is beyond belief. The first 4 houses in this subdivision were on septic tanks & a well, as the rest of the houses were built, a sewer system w/ water service was added. Approx. 7 yrs ago we paid \$3500 per each of the 4 houses to be added to the central sewer service, use our own well. Had nothing but prblms. for years, new ownership has been some better, but in our mind does not justify any increase at all. Sincerely: J.R. & Bobette Hoppers

157 Cimmaron Bay Cir.
Sunrise Beach, Mo. 65079

1/13/2009

Russo, Jim

From: Dr Michael Jones [mtjones@prodigy.net]
Sent: Friday, January 02, 2009 12:13 PM
To: Water.Sewer
Subject: Osage Water Co's proposed Increase in rates

Dear Sirs:

I am a resident of Cedar Glen Condo. The Osage Water Co's proposal to increase rates 100% to cover *"increases in expenses &/or investements in the Co's facilities"*, is not only OURAGEOUS but also criminal and misleading!

It should be worded "we are in financial trouble because of our mis-management and mishandling of our resources, and wish to pass our debt on to the consumer"! I can certainly understand nominal increases in costs of water and sewer, but 100%...come-on...NO WAY, this smells like a "bail out" and we in NO WAY should have to do this!

I already pay \$42.39 per month, even if I don't use "1 SINGLE drop of water", which is the case most months out of the year, as we mainly use our condo for vacations and weekend get-aways. Now they want to "double" that to \$84.78...NO WAY! I wouldn't have to pay that amount in St Louis or Columbia (my other residences) even if I left my spigots constantly running! What ever happened to the concept of "paying for good and services rendered"?! Do you mean to tell me that I, as a consumer, will have to pay \$84.78 a month for the "priveledge of having their water run through my pipes"!!! I think not.

This is outrageous. If they can't operate this water facility in a profitable manner (and I do realize that that may involve some NOMINAL rate increases from time to time), then let's get them out of there and replace them with someone that can!

Dr M Jones

1/5/2009

Russo, Jim

From: Kelly Kalal [kkalal@comcast.net]
Sent: Thursday, January 22, 2009 2:55 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Osage Water Company Increases

To whom this may concern,

I am sending this email in response to an "Initial Customer Notice" I received with my recent water & sewage invoice. I should first state that the Initial Customer Notice is dated 11/24/08, yet my Osage Water company invoice is dated 12/22/08 and the mailing envelope is stamped by the Post Office 1/5/09. This is important because the Initial Customer Notice states to provide comments within 30 days of the notice date. That is near impossible since it was mailed 30-days after the notice date.

With that being said, I am extremely opposed to the rate hikes by Osage Water Company. I have 2 condos at the Lake of the Ozarks that are each occupied at most 60 days/ year. Those 60 days are primarily spread across the summer months when usage may be higher than other times, but by no means excessive - standard water and sewage usage. I continue to pay my monthly service charges for water and sewage even though I am not using the condo for 80% of the year. That is to the benefit of Osage Water Company. I don't have a problem paying the upkeep during those times, but water is turned off and there is no sewage to dispose of during those times. However, when a request is made to double that cost, I can't logically see good cause to agree to such hikes. My primary home where I live 80% of the time in the Chicago area doesn't even see sewer and water rates that high on a monthly basis (avg.).

I strongly oppose this rate hike! When I called the number referenced on my bill, I was told that they did not know what the hikes would cover and weren't clear on the need for an investment to cover the "Company's facilities". As a customer of Osage Water Company, I can't see good cause to incur such increases in these difficult economic times, nor without proper explanation from Osage Water Company detailed where such funds will be distributed.

Please feel free to contact me should you have any questions.

Regards,
Kelly Kalal
kkalal@comcast.net
630-921-1129

1/26/2009

Russo, Jim

From: slatto@micoks.net
Sent: Saturday, January 10, 2009 12:23 PM
To: Water.Sewer
Subject: EFIS / Case Filings

This link is sent to you from <http://www.psc.mo.gov>

You are receiving this mail because someone read a page at Missouri Public Service Commission and thought it might interest you.

It is sent by slatto@micoks.net with the following comment:

"case no.sr-2009-0152 - A 100% increase is totally unjustified. I oppose these increases - this is outrageous.

Thank you.

Shari Latto"

EFIS / Case Filings

<http://www.psc.mo.gov/case-filing-information/efis-case-information>

--
Missouri PSC Web Administrator

Russo, Jim

From: slatto@micoks.net
Sent: Saturday, January 10, 2009 12:14 PM
To: Water.Sewer
Subject: EFIS / Case Filings

This link is sent to you from <http://www.psc.mo.gov>

You are receiving this mail because someone read a page at Missouri Public Service Commission and thought it might interest you.

It is sent by slatto@micoks.net with the following comment:

"A 100% increasw is totally unjustified at Ceder Glen Condo - Camdentin, MO. I oppose these increases - this is outrageous.
Thank you.

Shari Latto"

EFIS / Case Filings

<http://www.psc.mo.gov/case-filing-information/efis-case-information>

--
Missouri PSC Web Administrator

Russo, Jim

From: Charlotte [charlotte.lewis@charter.net]
Sent: Friday, January 23, 2009 4:38 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov; garycover@earthlink.net
Subject: SR-2009-0152 and WR-2009-0149

The proposed rate increase by Osage Water Company is "highway robbery" to condo owners at Cedar Glen and other complexes at the lake. This is shameful and greedy behavior on behalf of OWC. This is more than we pay for the maintenance fee at the condo. The current water/sewer bill that we use sparingly is more than we pay in St Louis County.

Walter & Charlotte Lewis
Bldg 159, Unit 1C
Cedar Glen Condominiums

Russo, Jim

From: Kevin Litwiller [klabcd6@yahoo.com]
Sent: Saturday, January 24, 2009 8:28 AM
To: Water.Sewer
Subject: osage water and sewer rates

I am Concerned over the proposed water and sewer request to increase there rates 100%. We own a Condo at Cedar Glen in Camdenton. The condo is occupied maybe 60 days a year. If they doudle there rates we will be paying over \$1000 a year for water and sewer for 60 days of use. This company is Osage Water Company. This will cause out of state investment in Missouri property to diminish even more. Thanks for your attention in case #'s SR-2009-0152 and WR-2009-0149.

Kevin Litwiller

1/26/2009

Russo, Jim

From: bob mose [bobmose327@hotmail.com]

Sent: Wednesday, January 28, 2009 8:36 AM

To: Water.Sewer

Subject: sr-2009-0152,wr-2009-0149

While we never want to revert to the ineptitude of Greg Williams, a 100% increase seems shocking. Any chance of taking smaller steps? Perhaps 20% could be a starting point.

Regards,

Bob Moseman

Hotmail® goes where you go. On a PC, on the Web, on your phone. [See how.](#)

Russo, Jim

From: Kirk Page [kpage@lamar.com]
Sent: Wednesday, February 04, 2009 10:00 AM
To: Water.Sewer
Subject: Re: SR-2009-0152

Water/Sewer Dept.:

My family cannot afford an increase of this magnitude!!! Our finances are severely pinched already and things do not look to be turning around.

In my business, a 100% increase to customers would soon have me looking for another job!

Sincerely,
Kirk Page
Homeowner

2/5/2009

Russo, Jim

From: Susan Peyton [susan317@earthlink.net]

Sent: Monday, December 29, 2008 6:30 PM

To: Water.Sewer

Subject: water charges

Raising the water cost by 100% is completely unacceptable. I find it hard to believe that this amount would even be considered.

Susan Peyton
susan317@earthlink.net
Why Wait? Move to EarthLink.

@psc.mo.gov

1/5/2009

Russo, Jim

From: Chuck [cphillips@charterinternet.com]
Sent: Tuesday, February 03, 2009 3:46 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Water Rate Increase

With regard to case numbers SR-2009-0152 and WR-2009-0149

I am writing to you in opposition to the proposed doubling of our water and sewer rates by the Osage Water Company. I do understand that there are valid reasons for some type of rate increase, but nothing is doubling in cost these days and to double the charge to us for these services is outlandish.

We have lived in this home for over 9 years. During this time the service has been moderate and the customer care and billing have been poor. On many occasions we have had to write and/or call to clarify our bills due to their errors or poor record-keeping. The highlight of this water company is their service man, Jeff, who has been very helpful when needed.

In addition to this, the quality of this water is horrible. There is a sulphur smell that is offensive and we have never been told why this is so, or if anything can and will be done about it.

For all appearances this company has historically been poorly run, since it is in receivership at this time. I am against this far-reaching rate increase.

Chuck Phillips
6492 Red Barn Rd.
Osage Beach, Mo 65065

2/5/2009

Russo, Jim

From: Allan Poole [coachbigal@sbcglobal.net]
Sent: Thursday, December 25, 2008 9:45 AM
To: Water.Sewer
Subject: Fw: failure notice

----- Original Message -----

From: <MAILER-DAEMON@yahoo.com>
To: <coachbigal@sbcglobal.net>
Sent: Wednesday, December 24, 2008 2:04 PM
Subject: failure notice

> Hi. This is the gmail-send program at yahoo.com.
> I'm afraid I wasn't able to deliver your message to the following
> addresses.
> This is a permanent error; I've given up. Sorry it didn't work out.
>
> <water.sewer@pscmo.gov>:
> Sorry, I couldn't find any host named pscmo.gov. (#5.1.2)
>
> --- Below this line is a copy of the message.
>
> Return-Path: <coachbigal@sbcglobal.net>
> Received: (gmail 1883 invoked from network); 24 Dec 2008 20:04:47 -0000
> DomainKey-Signature: a=rsa-sha1; q=dns; c=noews;
> s=s1024; d=sbcglobal.net;
>
> h=Received:X-YMail-OSG:X-Yahoo-Newman-Property:Message-ID:From:To:Cc:Subject:Date:MIME-
Version:Content-Type:X-Priority:X-MSMail-Priority:X-Mailer:X-MimeOLE;
>
> b=riY1l5CbLXiK/eOiluBbn5maIHfv5FO0vT8QUqxDfEHMtZZInBFSmcPlDxXiEYWhhf5JCVQ3I4iw5VIY3fzV0a
QyttEc05PpGHPCi2s6BqJJ6zFLEL7UxRq2UyLN8ktalznXqhl6klNt7usAPC+1ZdyD+WDYmqyz71F5q8AP42Y=
> ;
> Received: from unknown (HELO D2GB2GF1) (coachbigal@70.130.173.128 with
> login)
> by smtp108.sbc.mail.mud.yahoo.com with SMTP; 24 Dec 2008 20:04:46 -0000
> X-YMail-OSG: .
> YsBUB7sVM1kzgfJjo52hmDexfHpizQj3eiVaxqxaKz_yuu7pW4XW1C2lpaPIk5CE5hKGMpYjqR_AWE443KuLP8Cj
zmCs7TebDhNRfh8aP_YPA2d
23N.IxRas6r8iiEjg2Vi7ZB62dnvxI95dVMnFeRdy2Arh8pM8PA3Z1nXYu.7GNSLUd7HX2HkNA1u
> X-Yahoo-Newman-Property: ymail-3
> Message-ID: <2DEBB62169A44C9F8BE4A8E9CE5AD8F3@D2GB2GF1>
> From: "Allan Poole" <coachbigal@sbcglobal.net>
> To: <water.sewer@pscmo.gov>
> Cc: "Kathy Goldsberry" <cedarglenoffice@charterinternet.com>,
> "Nancy Lynn Poole" <nancy.l.poole@saint-gobain.com>
> Subject: Osage Water's proposed rate increases
> Date: Wed, 24 Dec 2008 14:04:45 -0600
> MIME-Version: 1.0
> Content-Type: multipart/alternative;
> boundary="-----_NextPart_000_0003_01C965D0.9331FEE0"
> X-Priority: 3
> X-MSMail-Priority: Normal
> X-Mailer: Microsoft Outlook Express 6.00.2900.5512
> X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.5579
>
> This is a multi-part message in MIME format.
>
> -----_NextPart_000_0003_01C965D0.9331FEE0
> Content-Type: text/plain;
> charset="iso-8859-1"

```

> Content-Transfer-Encoding: quoted-printable
>
> Dear Sirs and Madams,
> We live at Cedar Glen and wish to comment on the proposed rate =
> increases. We hope you will NOT allow the staggering amount of increase =
> requested. We have never heard of any utility being able to double =
> their rates in one rate increase. While we are supportive of a modest =
> increase, we hope you will cap such an increase at no greater than 7%. =
> That is a huge increase by itself, compared to inflation and what's =
> going on in the economy.
> Thank you for your service to our community.
> Allan and Nancy Poole
> 288-3A Cedar Glen
> Camdenton, MO
> 573-346-3463
> cell-314 795-2540
> -----_NextPart_000_0003_01C965D0.9331FEE0
> Content-Type: text/html;
> charset="iso-8859-1"
> Content-Transfer-Encoding: quoted-printable
>
> <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN">
> <HTML><HEAD>
> <META http-equiv=3DContent-Type content=3D"text/html; =
> charset=3Diso-8859-1">
> <META content=3D"MSHTML 6.00.6000.16788" name=3DGENERATOR>
> <STYLE></STYLE>
> </HEAD>
> <BODY bgColor=3D#ffffff>
> <DIV><FONT face=3DArial color=3D#0000ff size=3D3>Dear Sirs and =
> Madams,</FONT></DIV>
> <DIV><FONT face=3DArial color=3D#0000ff>We&nbsp;live at Cedar Glen and =
> wish to=20
> comment on the proposed rate increases.&nbsp;We hope you will NOT allow =
> the=20
> staggering amount of increase requested.&nbsp;We have never heard of =
> any=20
> utility being able to double their rates in one rate increase.&nbsp;=
> While we=20
> are supportive of a modest increase, we hope you will cap such&nbsp;an =
> increase=20
> at no greater than 7%.&nbsp;That is a huge increase by itself, compared =
> to=20
> inflation and what's going on in the economy.</FONT></DIV>
> <DIV><FONT face=3DArial color=3D#0000ff>Thank you for your service to =
> our=20
> community.</FONT></DIV>
> <DIV><FONT face=3DArial color=3D#0000ff>Allan and Nancy =
> Poole</FONT></DIV>
> <DIV><FONT face=3DArial color=3D#0000ff>288-3A Cedar Glen</FONT></DIV>
> <DIV><FONT face=3DArial color=3D#0000ff>Camdenton, MO</FONT></DIV>
> <DIV><FONT face=3DArial color=3D#0000ff>573-346-3463</FONT></DIV>
> <DIV><FONT face=3DArial color=3D#0000ff>cell-314 =
> 795-2540</FONT></DIV></BODY></HTML>
>
> -----_NextPart_000_0003_01C965D0.9331FEE0--
>

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Russo, Jim

From: riley2@socket.net
Sent: Sunday, December 28, 2008 10:43 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Case #SR-2009-0152 and/or WR-2009-0149

12-28-08

Re: Case Number SR-200909152 and/or WR-200900149

We are writing in reference to the above case numbers. We received an Initial Customer Notice dated 11/24/2008 on December 24. It was postmarked on Dec 23 from the Osage Water Company c/o Lake of the Ozarks Water & Sewer. The notice states we need to relate our concerns or comments before 30 days of the notice - hard to do when you don't get the notice until the 30th day which appears as a way to get people to overlook the issue.

We have serious objection to the proposed increases. This will double our water/sewer bill each month from \$42.39 to \$84.78 a month which when figured per year is quite a substantial increase that you expect people to be able to absorb. We are only part time residents - probably only 5 to 10 percent of the year. The rates we are currently paying already are more than we pay in our home county where we live year round. With the economic problems all around us and people struggling to make ends meet I do not see how you can justify people to absorb this much of an increase.

My income levels never double. With the amount of people residing in the lake area we do not feel this is a justified increase or necessary. We feel there are more ways that you could make service more economical or reduce some of your operating expenses internally. To make "vacationers"

absorb this increase is just not acceptable. I know in the complex we have our condo, there are a lot of retired, fixed income year-long residents. This has to make it difficult on them to absorb as well.

Everyone has been hit hard in 2008 with high fuel prices, high grocery prices, medical, etc. bills. This is just not a good time to dump more on the good people of your district.

Please consider not increasing these rates. Even if you only increased 10 to 20% that would be more easily accepted than cramming a 100% increase down everyone's throats. There is no way I know that we use the this much service so there is waste going on somewhere throughout the company.

We appreciate your consideration of our complaint and hope the commissioners take this into consideration in their review of this increase.

Mark & Cathy Riley
Cedar Glen Condo - #93 - 3B
Camdenton, MO

Email is riley2@socket.net.

Russo, Jim

From: Cathy Riley [criley@spcgraphics.com]
Sent: Wednesday, February 04, 2009 12:22 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: SR-20090152 and/or WR-2009-0149

I am sending this note in comment to the proposed rate increases by the Osage Water Co. We own a condo at Cedar Glen Condominiums in Camdenton, MO. We have used it as a vacation home since September 2005. We strongly object to the proposed rate increases which would double what we are paying now. There is no way that this should be justified. The rates we are currently paying now are already higher than we pay in our rural area we live in at home year round. We are only at the condo 20 – 25% of the year at the very most and never use enough water/sewer during that time to justify the current rates. It seems like they are trying to drain money out of the people that use the property the least. Cedar Glen has even proposed they could provide the service for much less than Osage Water.

Another comment, is that in these economic times people are already financially drained. This is just unacceptable in our opinion and hope the commission takes a strong look at these proposed rate increases. There is no reason to even raise the rates at all. Sounds like there needs to be some restructure within the Osage Water Co. to make them more efficient without raising the rates. Thank you for your consideration.

Mark & Cathy Riley
Cedar Glen Condo Owner

2/5/2009

Russo, Jim

From: Jim & Jean [jroberts02@charter.net]
Sent: Thursday, January 01, 2009 8:21 PM
To: Water.Sewer
Subject: Osage Water Company Increase

Attention Water/Sewer Dept:

We think this request is ludicrous! This is coming from a company that can't even get our mailing address corrected, we've asked them three times.

They don't need more money they need better management.

We think their strategy is they are asking for 100% expecting to get 10%, but in this time of recession we feel they should be required to hold at the present level, especially when you consider most of their customers at the condos never even use the minimum They should be making lots of money.

Thanks,

Jim & Jean Roberts.

1/5/2009

Russo, Jim

From: Darrel.Robertson@willis.com
Sent: Monday, December 29, 2008 1:14 PM
To: mopco@ded.mo.gov; Water.Sewer
Subject: Sr-2009-0152 and wr-2009-0149

Dear sirs, I have been sent the info on the proposed rate increase filing by lake ozark water. The filing proposes a doubling of the rates. In this economic time when most organizations are cutting back, reducing costs it is unbelievable to me to have a company file for a doubling of their rates. This is simply ludicrous and ridiculous. To give you an example I live in Kansas in a 300 sq ft home. I am there 90% of the time. My base rates are \$29/mo. If you grant the increase in mo a condo that I am at 8-10 times per year my rates would be 4 times what I pay in Kansas. Does that sound reasonable to you??? Please defeat this increase as the rates already illogical. Darrel Robertson Harbour Bay Condos Sunrise Beach, MO ps: if this increase is passed by you then perhaps we need new leadership in the PSC of MO!

Darrel Robertson, IIA
Vice President
HRH of Kansas, Inc
Willis HRH
6201 College Blvd, #385
Overland Park, KS 66211
Ph 913.498.4425
Ph 888.451.9185
Fx 913.498.4485
darrel.robertson@willis.com **** new email address ****

For information pertaining to Willis' email confidentiality and monitoring policy, usage restrictions, or for specific company registration and regulatory status information, please visit
http://www.willis.com/email_trailer.aspx

Russo, Jim

From: TOM SCHERZINGER [tnanc925@sbcglobal.net]
Sent: Thursday, January 08, 2009 11:17 AM
To: Water.Sewer
Subject: Rate change

Case # SR - 2009-0152 / WR - 2009-0149

I am strongly against the rate change that is being proposed. I have never seen a proposed change that would double the current rate of any utility. I am already paying you for 6 months that I don't use your water and sewer and now you want me to pay double, I don't think so.

Tom Scherzinger
Cedar Glen Condo

Russo, Jim

From: Dan Schupp [schupp1@midwest.net]
Sent: Monday, January 05, 2009 3:39 PM
To: Water.Sewer; mopco@ded.mo.gov
Cc: schupp1@midwest.net
Subject: Case Numbers SR-2009-0152 & WR-2009-0149

Dear Public Service Commissioner & Office of the Public Counsel,

I am writing in response to the case numbers, SR-2009-0152 & WR-2009-0149 . According to the letter I received on Monday, 12/29/08, I had until 12/24/08 to provide comments (the notice indicates we have 30 days after the 11/24/08 notice date). I hope the comment period has been extended for consumers impacted by this notice, given the fact that the notice did not arrive to our mailbox until after the comment period ended.

My comments are:

1) The Osage Water Company is proposing a 100% increase in their rates for water & sewer. Increasing the minimum monthly fee for water from \$16.36 to \$32.72, and the minimum monthly fee for sewer from \$26.03 to \$52.06.

2) Most of the owners of Cedar Glen Condos are either retired on a fixed income or are summer part timers who use their units infrequently and therefore have several months each year with little or no water or sewer usage. Yet we pay the current high minimum rate for water and sewer even though we aren't using the services during these months.

3) Compared to most other municipalities and water districts the minimum monthly fee that we pay at Cedar Glen is already extremely high. My office for example used 1640 gallons of water in Nov. 2008 and the water and sewer charge was \$9.50 and \$8.23 respectively for a total of \$17.73. I understand that part of the monthly fee at Cedar Glen is assessed to pay off a lawsuit between the sewer company and the developer and that after 5 years the lawsuit is to be settled and the rates are supposed to come more in line with other localities i.e. lower, not 100% higher.

4) When we do exceed the maximum monthly water usage (2000 gallons) we are assessed an overage charge with no credit for the many months each year that we use no water or sewer service.

5) Most other local condo associations own their own water and sewer facilities and therefore pay considerably less for the same services. The fact that we don't own our water and sewer services already puts us at a disadvantage when trying to sell our properties. If the water and sewer charges double that would make our condos much harder to sell compared to comparable properties.

6) Their notice to us did not include any details or justifications for this increase outside of a statement that they need to increase their revenues to offset their expenses.

7) This rate increase smells of an all too familiar attitude at Lake of the Ozarks. That is a belief by many local residents and businesses that tourists and vacationers are only here to be fleeced whenever possible, even though it is our support of their local economy that has allowed the growth and excellent infrastructure that the local citizens enjoy.

Thank you for your time & consideration.

Regards,

Daniel Schupp DVM

Owner, Unit 4C, Building 172 Cedar Glen Condominiums

Russo, Jim

From: Jim & Lynn Schwartz [Jim_Lynn@SBCGlobal.net]
Sent: Saturday, January 24, 2009 9:55 AM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Osage Water Co. Rate Increase SR-2009-0152 & WR-2009-0149

Attention: Water/Sewer Dept

To Whom It May Concern:

Osage Water Company has submitted a request to increase their rates by 100%. I can appreciate the need for an increase of their rates, given the condition of today's economy, but a doubling of their rates is totally out of line. We own a condo serviced by this company and use their service six months or less out of the year. I know they have installed meters to monitor usage by condo unit and I would suggest they utilize this feature so that the service rates are equitable for each condo owner. If this is not feasible, then approval of a rate increase much lower than what they are requesting should be considered.

Jim & Lynn Schwartz
Cedar Glen Condominiums
Jim_lynn@sbcglobal.net

1/26/2009

Russo, Jim

From: KSki1000 [kski1000@aol.com]
Sent: Sunday, January 18, 2009 7:48 AM
To: Water.Sewer; mopco@ded.mo.gov
Cc: tsdarling@gmail.com
Subject: Water Bill Changes (SR-2009-0152 or WR-2009-0149)

To whom it may concern,

Good morning. I recently received a notice before the holidays that would indicate that my \$42 water bill could be literally doubled up to \$80. If i am misunderstanding something please let me know but we only use the condominium 4 times a year and to have my bill doubled seems somewhat unfair. If this is the case, my condo water bill will be more than what i pay for my permanent residence in Geneva IL. Most utilities are based on consumption (i.e. electric, gas) so why would the water bill any different? I would appreciate a response or clarification if i am misunderstanding something. Thanks.

Kevin Skibinski
127-1B, Cedar Glen (Cedar Glen Condominums)
Camdenton MO

1/22/2009

Russo, Jim

From: kelly smith [kelly.smith@hotmail.com]
Sent: Sunday, December 28, 2008 9:11 PM
To: Water.Sewer
Subject: [Released] Water/Sewer Rate Increase

Public Service Commission

This email is in reference to case number SR-2009-0152. We do not feel that a raise in the rate is unexceptable, but we disagree with the amount of the raise. To double the cost of monthly water bills is a drastic increase. The state of the country's economy is very fragile right now and we are all feeling the crunch. Please take into mind how many of your customers have been laid off or lost their jobs completely, we all want to be able to pay our bills and this raise may affect our ability to pay.

Cordially,

Stan & Kelly Smith
Sunrise Beach, MO

It's the same Hotmail®. If by "same" you mean up to 70% faster. [Get your account now.](#)

Russo, Jim

From: Specht, Mike @ Overland Park [Mike.Specht@cbre.com]
Sent: Monday, December 29, 2008 9:22 AM
To: Water.Sewer; mopco@ded.mo.gov
Cc: jwd123@charter.net; Cedar Glen Condominiums; specht.mike@gmail.com
Subject: Case Numbers SR-2009-0152 & WR-2009-0149
Attachments: Osage Water Co - Account 6117 Records.xls

Dear Public Service Commissioner & Office of the Public Counsel,

I am writing in response to the above case numbers. According to the letter I received on Saturday, 12/27/08, I only had until 12/24/08 to provide comments (the notice indicates we have 30 days after the 11/24/08 notice date). I hope the comment period has been extended for me & all others impacted by this notice, given the fact that the notice did not arrive to our mailbox until after the comment period ended.

My comments are:

- 1) The Osage Water Company is proposing a 100% increase in their rates for water & sewer
- 2) The minimum monthly fee for water would increase from \$16.36 to \$32.72, and the minimum monthly fee for sewer would increase from \$26.03 to \$52.06
- 3) I, like many part-time residents of the Cedar Glen condominium development, use our condo unit primarily during the peak summer months with occasional visits during the non-summer months
- 4) Per the attached water record log for our unit, the recorded water/sewer usage for the last 3 years is as follows:
 - **2006: Average = 2058 gal; Mean = 600 gal; # months below 2000 gal minimum charge = 9 months**
 - **2007: Average = 1142 gal; Mean = 400 gal; # months below 2000 gal minimum charge = 10 months**
 - **2008: Average = 1333 gal; Mean = 600 gal; # months below 2000 gal minimum charge = 9 months**
- 5) This means that we already pay the minimum total cost of \$42.39 per month for 9 or 10 months each year with typical usages between 0 & 600 gallons for most of these months
- 6) Our unit, like many others in our development, pay for a significant amount of water/sewer usage that is not utilized for well more than a majority of the months each year; and we rightfully pay the additional charges beyond the 2000 gallon minimum during the few months where the minimum is exceeded
- 7) Given that the asset/installed values of the on-site septic tanks & water well facilities are already well known & amortized, and the cost for fuel & labor has stabilized, I do not understand how Osage Water Company can justify an increase of 100% of their charges, let alone any increase at all
- 8) Their notice to us did not include any details or justifications for this increase outside of a statement that they need to increase their revenues to offset their expenses
- 9) I would question what Osage Water Company is doing to reduce their expenses like most other companies & government agencies across the nation during the current economic conditions, rather than increase their rates at an extraordinary level to their users

Thank you for your time & consideration.

Regards,

Mike Specht
 Owner, Unit 4A, Building 121
 Cedar Glen Condominiums, Camdenton, Missouri

Director | LEED® AP
 CB Richard Ellis | Central Region Project Management
 GKN Americas | Retail | Practice Leader
 11204 W 140th Place | Overland Park, KS 66221
 Office 913 549 8007 | Mobile 913 486 9624
mike.specht@cbre.com | www.cbre.com

1/5/2009

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1/5/2009

Russo, Jim

From: art stolle [stolleam@charter.net]
Sent: Tuesday, January 27, 2009 7:26 PM
To: Water.Sewer
Subject: Comments on Osage Waters request for an increase



I can not understand how they can request a 100% increase when the current cost is too high.

We are talking about well water that cost more than the treated water in most communities.

Requesting an increase on the sewer is the same problem.

I have a condo at Cedar Glen Condos and to be in this area only 60 days a year the minimum cost is a burden.

I do not see why any increase would be needed but anything above a 3% would be a travesty to the people that own property in this district.

Russo, Jim

From: Mark Tade [mtadeloz@gmail.com]
Sent: Saturday, January 03, 2009 7:49 AM
To: Water.Sewer
Subject: Osage Water rate increase

Case numbers SR-2009-0152 and/or WR-2009-0149

1. The letter says comments within **"30 days of the date of this notice"** My letter is dated November 24, 2008. The postmark on my envelope is December 23, 2008???????????? Sort of hard to comment within 30 days of notice when it is past the 30 days when we receive the letter.
2. A 100% rate increase is at or very close to the fraud stage. Why, especially in this economy, should we as owners of condos, pay for the miss-management, scheming ways of the Osage Water Company. At the proposed rate increase, we would be paying more for water and sewer than anyone I have quizzed about their rates. Further more, I live in a condo complex of 212 units with 75-80% of the owners only being here on summer weekends and maybe a week or two vacation. So, Osage water is getting the monthly minimum for 10-11 months when no water or sewer is being used.

A 100% increase is totally wrong!

Mark Tade
PO Box 1645
Camdenton MO 65020
mtadeloz@gmail.com
573.434.9503
238 Cedar Glen Drive 4E
Cedar Glen Condos

Russo, Jim

From: Shelly Wheeler [shellywheeler@comcast.net]
Sent: Thursday, January 29, 2009 2:02 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Case number SR-2009-0152

This e-mail is in response to a customer notice we received about case numbers SR-2009-0152 or WR-2009-0149.

As you can imagine we were not pleased when we received notice that our water and sewer bill might double. We own a condo in Lake of the Ozarks and spend time there between April and October of each year.

We inquired shortly after we purchased the condo about putting our water on a "vacation hold" or just stopping service for those months that we are not down there since \$42.39 a month adds up quickly. We were told that we could not stop service because they are not able to shut off the water from outside for each individual unit. Thus, we are required to keep paying the fee.

Now, you are asking to increase a service that for almost half of the year we don't use. The increase would amount to us spending \$508.68 more per year for water service. I encourage you to reconsider increasing fees and if that is not possible then reconsider the manner in which you are raising them. Perhaps you could implement a fixed charge which is less for those who do not use the water or sewer for the month. Wouldn't that be fair for those of us who are locked into a monthly fee even when we don't use it. Or, implement a "vacation hold" policy so we can turn off our water during the months we are gone.

Thank you for your time.

Sincerely,

Joe and Shelly Wheeler
93 Cedar Glen Unit 3A
Camdenton, MO

2/3/2009

Russo, Jim

From: WmsJH@aol.com
Sent: Saturday, January 03, 2009 2:07 PM
To: Water.Sewer
Subject: SR-2009-0152 and/or WR-2009-0149
Attachments: Osage Water.doc

Please note the attached.

Thanks

Jack Williams

New year...new news. Be the first to know what is making headlines.

Russo, Jim

From: Loren Woodard [appraiser86@sbcglobal.net]
Sent: Friday, January 23, 2009 3:26 PM
To: Water.Sewer
Subject: Osage Water Company

Dear Sirs:

Both my wife and I think that Osage Water Company should have the right to increase their billing rate to offset the rising cost of doing business. However, we feel that a 100% raise in Osage Water Company's rate is extreme. We feel that if the rates are increased, a 25% increase would be reasonable. If the increase is granted at 100% we feel that it will present a hardship on many of the families relying on the services of Osage Water Company.

Again, We feel that a slight raise, no more that 25%, is in order but are against a 100% raise in prices.

Thank you very much for your time.

Sincerely,

Loren K. Woodard
174 Fall Wind Drive
Sunrise Beach, MO 65079

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