

**BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION**  
**OF THE STATE OF MISSOURI**

**AFFIDAVIT OF JAMES M. RUSSO**

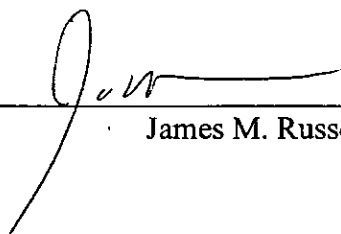
STATE OF MISSOURI     )

) SS

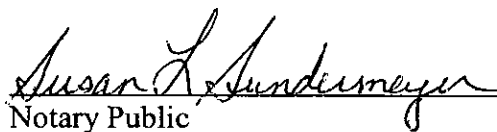
CASE NO. WR-2010-0048

COUNTY OF COLE     )

COMES NOW James M. Russo, being of lawful age, and on his oath states the following: (1) that he is a Rate and Tariff Examination Supervisor in the Missouri Public Service Commission's Water & Sewer Department; (2) that he participated in the preparation of Attachment A to the foregoing Staff Informational Filing; (3) that he has knowledge of the information presented in the foregoing Staff Informational Filing; and (4) that the information presented in the foregoing Staff Informational Filing is true and correct to the best of his knowledge, information and belief.

  
\_\_\_\_\_  
James M. Russo

Subscribed and sworn to before me this 24<sup>th</sup> day of September, 2009.

  
\_\_\_\_\_  
Notary Public



SUSAN L. SUNDERMEYER  
My Commission Expires  
September 21, 2010  
Callaway County  
Commission #06942086

My Commission Expires: 9-21-10

**Missouri Public Service Commission  
Public Comment Summary  
I.H. Utilities, Inc.  
Case No. WR-2010-0048**

**Date :** 9/24/2009

| <b>Item</b> | <b>First Name</b> | <b>Last Name</b> | <b>City</b> | <b>State</b> | <b>Public Comments</b>  | <b>Office</b> | <b>Staff</b> | <b>Resolution</b>   |
|-------------|-------------------|------------------|-------------|--------------|---|---------------|--------------|---------------------|
| P201004369  | Kent              | Christianon      | Cuba        | MO           | See attached  | PSC           | SL           | See attched report. |
| P201003359  | Christopher       | Kuseliauskas     | Cuba        | MO           | I. H. Utilities wants a 20% increase in rates. A request was made in 2006 of the PSC to get I. H. Utilities to increase the water pressure which has been too low. Pressure was measured at 20 to 40 PSI by PSC. Water pressure needs to be consistent between 30 and 60 PSI. Also, service has been interrupted without adequate notice to customers much too often. No service is provided for finding out when service will resume. Until these issues are resolved no rate increase is justified. | PSC           | SL           | See attched report. |
| P201005274  | Doug              | Mallory          | Cuba        | MO           | See attached  | PSC           | SL           | See attched report. |
| P201003819  | Steve             | Tenholder        | st<br>Louis | MO           | The rate increase is not warranted until the quality of service is improved. we have had several boil orders this year and water lines are continually breaking causing destruction to the roads of the community. This has been going on for years with no improvement in the service  | PSC           | SL           | See attched report. |

**From:** Loethen, Steve  
**Sent:** Monday, September 21, 2009 7:37 AM  
**To:** Russo, Jim  
**Subject:** FW: Case No. WR-2010-0048

---

**From:** Kent Christiansen [mailto:kchristiansen@charter.net]  
**Sent:** Sunday, September 13, 2009 10:51 PM  
**To:** Loethen, Steve  
**Subject:** Case No. WR-2010-0048

Steve, I need your guidance. I. H. Utilities is applying for a rate increase. I do not have any problem with Jim Stanley getting more money to operate the water system here at Indian Hills. I hope in the rate increase there is money for maintenance and improvements. In fact, if we could get decent water pressure, I would support an even larger rate increase.

After your good work here a couple of years or so ago, we seemed to have better water pressure. It has not been measured since you measured it, but it seemed to be higher for a time. Just recently, the pressure has again gone to unacceptable low levels. I even replaced the water filter for the house with no impact on the pressure. I think the pressure is now, often, lower than 20 psi.

I called Jim Stanley this evening to ask why. He does not know. He said something about ordering a new pressure switch but does not know when he will get it. I don't know what is wrong with the one he has. He also said something about a fire and not using one of the wells until recently. I don't know what that has to do with it either.

He also said the other people on my line are not having pressure problems and it must have to do with our line to the house. I find that hard to believe since we have had higher pressure until recently. I did call Virgil Watson, at 8 Indian Hills Dr, because Jim Stanley said he was not having any problem, and he is on the same line as we are. Virgil told me he has always had low pressure. It has never been good at his house. He also agreed that he would be for a rate increase that provided better water pressure. He said he has a lot of trouble when the lines are worked on and then water is

restored. He says he gets a lot of dirt in his toilet bowls for days after.

I told Jim Stanley that you measured the pressure at the well when you measured our house pressure and you found the pressure at the well to be 20 to 40 PSI. He said that was not true, the pressure is always 50 PSI at the well. Then later he said his pressure switch was for 30 to 50 PSI. I think he has been running the pressure switch at much lower levels. He said you wanted him to get the pressure up to 60 PSI but he just can't do that. No explanation of why he can't.

We can not tolerate the pressure being this low. Once and for all, something must be done to get the pressure up to between 30 and 60 PSI.

Who can I tell this to? Who can help me get something done about this? The PSC is having a public hearing in Cuba in October on this rate increase case. What can I do at that meeting that will get this problem fixed? Do I need to contact the DNR?

I will appreciate whatever advice and assistance you can provide me. I know you are aware of the issues and the players.

Kent Christiansen  
573-885-6742

**From:** Doug Mallory [ripnsnort@charter.net]  
**Sent:** Thursday, September 17, 2009 6:55 PM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** case#Wr-2010-0048  
To whom may concern;

I feel that the rate increase is totally out of line considering the fact that we lost water again on Sept 7 2009. The water was off from 10:40 a.m. till 12:15 p.m. When the water came back on it took my neighbor over one hour of running water thru the faucets to get clear water. I took a picture of the water coming out of faucets, and also of the meter to show how many gallons of water it took me get my system clear. I.H. utilities has told me before that this is not true when they have a water outage for some reason. I plan on being at the October 6 2009 meeting with pictures to proof my point. I have taken pictures also of how they tear up the streets and never repair them the way they were.

On Sept 7, 2009 I called them twice leaving messages that the water was out at 10:40 a.m. and 11:10a.m. again NO ANSWER as usual.

Thanks, Doug Mallory 308 Oak rd. Cuba, MO. 65453

# **Public Comment Investigation Report for I H Utilities Rate Case WR-2010-0048**

**Investigation performed by Steve Loethen, Water and Sewer Staff**

**Kent Christiansen, 24 Indian Hills Drive:** The water pressure is too low. Customer would like to see a minimum of 30 psi. System has numerous outages with no notice of when outages will occur or when service will be back on.

**Staff Findings:** A pressure recorder has been placed on this location several times in the past. Pressure has met the minimum of 20 psi but staff has had the Company increase pressure to a minimum of at least 30 psi. A recorder was placed on the home September 17<sup>th</sup> and taken off on September 23<sup>rd</sup> and the pressure range was between 32 psi and 45 psi. I have and will continue to monitor the pressure to make sure the Company maintains this range. I have informed Mr. Christiansen to contact me if he feels the pressure has dropped. We have worked with the Company in the past about informing the customers of outage/boil order information. They are posting information and using a hotline in the subdivision per our suggestions. We also recommended they put a recording on the answering machine relaying outage/boil order information. At this time they are not updating the answering machine. I will recommend that we have the Company put outage/boil order information on the answering machine as a part of the disposition agreement.

**Christopher Kuseliauskas, 24 Indian Hills Drive:** Water pressure is too low. Customer would like to see a minimum of 30 psi. System has numerous outages with no notice of when outages will occur or when service will be back on

**Staff Findings:** This is the same location as the above residence, Christopher is the owner Kent is the resident.

**Doug Mallory, 308 Oak Road:** The Company repairs leaks with band aids and leaves the roads in terrible condition. The Company does not answer the phone. The Company expects the customers to pay for repairs to its equipment and they are not replacing broken water meters. When we loose water service sometimes it's for days and water quality is poor when service is restored.

**Staff Findings:** The system is old and has many leaks. I will look into leak repairs made by the Company and it may be possible that in some cases a section of main should be replaced but it is common practice to fix leaks with a leak repair fitting instead of replacing mains. Main replacement requires more excavation, labor and parts which increases cost of service. In the future we may look at having the Company implement a main replacement program. I talked to Gary Boos who is with road maintenance on the Home Owners Association and

he stated that Jim is fixing the roads to their satisfaction. I am not aware of any instances in which the Company has expected the customer to pay for their equipment nor am I aware of any broken meters. The Company is making efforts to read the water meters every month. I will look at the map and see where Mr. Mallory's home is located on the main. He may be on a dead end line in which a flush hydrant needs to be installed to better flush the main serving his residence after an outage. Boil orders have been issued in accordance to DNR regulations.

**Steve TenHolder, 2624 Salem:** Quality of service is poor; system has a lot of main breaks which cause destruction to the roads and boil orders are issued.

**Staff Findings:** It is an old system that has a considerable amount of leaks. My opinion is poor service would be if the leaks were not fixed. I will look into leak repairs made by the Company and it may be possible that in some cases a section of main should be replaced but it is common practice to fix leaks with a leak repair fittings instead of replacing mains. Main replacement requires more excavation, labor and parts which increases cost of service. In the future we may look at having the Company implement a main replacement program. Boil orders have been issued in accordance to DNR regulations.