

Missouri Public Service Commission
Highway H Utilities
Public Comments Report
WR-2009-0393

Date : 8/10/09

Unique Comments Received: 17
Duplicate Comments Received: 04
Total Comments Received: 21

Item	First	Last	City	State	Public Comments	Office	Staff	Resolution
P200901166	Angel	Belen	Waynesville	MO	The propose plan to increase the water prices are definetly not prudent; neither are apropiate base on todays economy; in which every family accross this nation is suffering from. To make it even worse the water pressure provided to this residencial area is not even adequate or proper in accordance with the MO Codes. How are we going to increase prices on a service that is not event meeting the users needs. My response to this proposal is to be disapprove, unlees corrective action are taken.	PSC	SL	Staff placed a water pressure recorder on customer's faucet. Results were well above the 20 lb. minimum, approaching 150 lbs. during several periods of the test.
P200901158	Don	Gerspach	Waynesville	MO	I have no problem with rate increases when justified. Not requesting a rate increase in almost 20 years tells me that operating expenses haven't increased dramatically in that time. I didn't see an increase in operating expenses mentioned. What I glean from "an increase in operating revenue" as stated for the reason for the increase is, "I want to make more money". I have no problem with that either, but let`s keep it at 3-5%, or even 10% if justified. The proposed increase is outrageous.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901159	Scott	Howe	Waynesville	MO	I find that this rate increase is excessive. this is basically a 200% increase in the water rate during a time of economic trouble. I wish that my income had increased by 200%. I understand that there may be a need to increase the rates but it should fall more in line with the increase that most people see in their pay checks. My wife is only getting a 1/2 percent raise this coming year and mine will be around 3. So to see my bills increase by 200 percent is riddiculous and unfair.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901153	Dennis	Hutchinso n	Waynesville	MO	Please see attached document	PSC	JMR	Letter sent to customer June 24, 2009.

P200901167	David	Kelso	Waynesville	MO	To whom it may concern, While the economy has hit business hard, it also affects the individual. While no mention of an increase in service, or upgrade of utilities, has been made, the company wants to double my monthly rate. While a 10% to even a 50% increase would be reasonable, a nearly 100% increase seems greedy and unnecessary. Without a justifiable reason this increase should not be allowed, as it FORCES us to pay without any competition in the area for this utility.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901157	Mark	Kuehl	Waynesville	MO	The proposed rate change is outrageous. Jerry Laughlin owns the water well and has make a fortune from the residents who bought homes in his developments. The nearly 100% increase is extreme considering the facility (a pump house on Selby Street) has had nothing done to it since I lived here the last 10 years. So if he needs a new pump, or even drill a new well, he`s made more than enough money. Jerry is looking for a wind fall and you guys will give it to him.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901182	Laura	Neely	Waynesville	MO	I recently recieved a notice stating that Hwy H Utilites customers will be recieving an increase in service charges. I feel that an increase in necessary by all means due to the current economic status and the price of everything is increasing. However, I do not understand how it could double my monthly payment. I just believe this increase is ridiculous and too high. I hope that the board will research this increase	PSC	JMR	Letter sent to customer June 24, 2009.
P200901162	Greg	Price	Waynesville	MO	The notice sent is slightly confusing. Does the company seek to raise its revenue by 56 percent or increase the cost to consumers by 56 percent? By the chart listed at the bottom of the notice it appears to increase the cost by fewer than 40 percent. Why the need to increase revenue? What are the expenses and what investments need to be made to the facilities that service my house/neighborhood?	PSC	JMR	Letter sent to customer June 24, 2009.
P200901163	Greg	Price	Waynesville	MO	The notice sent is slightly confusing. Does the company seek to raise its revenue by 56 percent or increase the cost to consumers by 56 percent? By the chart listed at the bottom of the notice it appears to increase the cost by fewer than 40 percent. Why the need to increase revenue? What are the expenses and what investments need to be made to the facilities that service my house/neighborhood?	PSC	JMR	Letter sent to customer June 24, 2009.

P200901169	Brent	Sadler	Waynesville	MO	From the begining this has been a mess. The sewer was forced upon those of us that had no need. There were contractors picked for us and money that was made for everyone except us the patron. Poorly managed and neglected is what has brought us to this point and once again we are being asked to "BAIL OUT" a problem that we did not ask for nor create. I say absolutely no way any of our money either directly or indirectly (tax increase) should go to this disaster.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901155	Aatif	Sheikh	Wayneville	MO	An increase may be appropriate, howver disagree with method being utilized. Ultimately, the increase will penalize customers who use utility the least. Increase the fees for water usage over 2,000 gallons by some amount. Make it tiered, maybe \$1.50/1000 gallons for those in the 2-5K gallon range, \$2/1000 for those above 5K gallons per month. This will encourage appropriate use. Current proposed increase will cost low utilizers \$4.73/1000 while heavy users at 6K would pay about \$2.46/1000 gallons	PSC	JMR	Letter sent to customer June 24, 2009.
P200901156	Aatif	Sheikh	Waynesville	MO	An increase may be appropriate, howver disagree with method being utilized. Ultimately, the increase will penalize customers who use utility the least. Increase the fees for water usage over 2,000 gallons by some amount. Make it tiered, maybe \$1.50/1000 gallons for those in the 2-5K gallon range, \$2/1000 for those above 5K gallons per month. This will encourage appropriate use. Current proposed increase will cost low utilizers \$4.73/1000 while heavy users at 6K would pay about \$2.46/1000 gallons	PSC	JMR	Letter sent to customer June 24, 2009.
P200901183	Laura	Smith	Waynesville	MO	They are nearly doubling our water bill, there has been no new developments in our subdivision. This is not right. I can understand going up a little, but not nearly doubling.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901184	Laura	Smith	Waynesville	MO	The water company is nearly doubling the cost of our water. There has been no new developments in our subdivision, so why would there be such an increase? This is not right.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901185	Daniel	Smith	Wayensville	MO	The need for an increase is understandable. The fact that the proposed increase is double or more than the current rate amount, is extreme! A more subtle gradual increase would be highly tolerated.	PSC	JMR	Letter sent to customer June 24, 2009.

P200901180	Beth	Wiles	Waynesville	MO	Doubling the price? Hmmmm. But, I do feel our water rates have been more than fair over the years. What will the additional revenue be used for? I know meters aren't read regularly. I know that the Pulaski County Sewer District can not get our water meter readings from H Hwy Utilities to properly bill us. What is this rate about sewer? I already pay \$40+ a month to PCSD for sewer usage for 2 people.	PSC	JMR	Letter sent to customer June 24, 2009.
P200901181	Beth	Wiles	Waynesville	MO	Doubling the price? Hmmmm. But, I do feel our water rates have been more than fair over the years. What will the additional revenue be used for? I know meters aren't read regularly. I know that the Pulaski County Sewer District can not get our water meter readings from H Hwy Utilities to properly bill us. What is this rate about sewer? I already pay \$40+ a month to PCSD for sewer usage for 2 people.	PSC	JMR	Letter sent to customer June 24, 2009.
Email	Roger	Layman			See attached	Both	JMR	Email sent to customer June 16, 2009.
Email	Joe	Moody	Waynesville	MO	See attached	Both	JMR	Email sent to customer June 16, 2009.
Email	Vickie	Seitz			See attached	PSC	JMR	Letter sent to customer June 24, 2009.
Email	Immanuel S.	Watkins			See attached	Both	JMR	Email sent to customer August 12, 2009.