

Appendix C

Copies of Customer Letters and Faxes

August 1st 2006

Commission Case # WR-2007-0020
Public Service Commission
Attn: Water/Sewer Dept.

RECEIVED
AUG 07 2006

Mrs. Shenee Garner
Customer Service Manager.

UTILITY OPERATIONS
DIVISION

After receiving your notice of increases in the Water/sewer rates, I feel it necessary to write you, most especially about the minimum proposed gallon usage.

Perhaps you are unaware of Brookings Park Village being a retirement community. Most residents here are single persons in each unit, which would never come close to using 5,000 gal per month.

Although, I realize that increases are sometimes necessary, the rate you are proposing is very high, for a retirement community, where most are on fixed incomes and would never use your minimum rate.

Please consider carefully before approving the rate hike and minimum usage.

Sincerely
Joanna Adams
Resident of Brookings Park
Retirement Village.

**Brooking Park
Retirement Village**

116 Brooking Park Ave
Sedalia MO 65301-9337

Phone: 660-826-9192
Fax : 660-826-7175
Email:
ardyth@brookingparkvillage.com

August 3, 2006

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AUG 08 2006

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

**UTILITY OPERATIONS
DIVISION**

Dear Sir:

Re: Commission Case No. WR-2007-0020 and No. SR-2007-0023

We have received your second notice of the proposed increases in the current water and sewer rates and charges requested by Aqua Missouri, Inc.

While realizing rate increases are sometimes necessary, we believe the submitted requests in May, 2005, by Aqua Missouri, were unjustified and out of proportion. We are a retirement community, with most all residents being on fixed incomes, so the audit and investigation done by Commission Staff warranting a much smaller increase in rates is more acceptable to us.


Brooking Park Retirement Village is adjacent to Maplewood Subdivision in Pettis County, but is not a part of Maplewood. Maplewood is a community of mostly young families who customarily would use much more water and sewer resources than a senior citizen in a retirement village. The proposed 5,000 gallons usage for a minimum rate, again seems out of proportion to people who would never use that in one month's time.

Regarding service-related problems, many times service has been interrupted with no prior notice to residents, for **planned** repairs. After repairs are made, landscaping is often delayed.

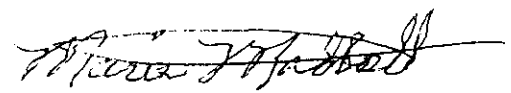
Please review this and consider it carefully before approving both the rate hike **and** the minimum gallons usage.

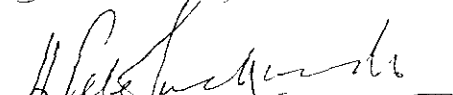
Sincerely,


BROOKING PARK RETIREMENT VILLAGE


Juanita Adams, President


Vi Johns, Vice-President


Marie Mabbott, Secretary


Peter Luckenack, Treasurer


Bert Doane, Member at Large

July 31



A Special Note —

Dear Public Service Comm.

I do not approve of
such a large rate increase.

Sincerely

Juanita Hartin

170 Brookings Dr

Sedalia Mo 65301

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AUG 03 2006

UTILITY OPERATIONS
DIVISION

Lastly, please be advised that all currently available information regarding the Company's rate increase request may be obtained via the Public Service Commission's Website as follows, and please also note that this information will be updated as the case moves forward.

- * Go to <http://www.psc.mo.gov>
- * On that page, click on the "EFIS" button near the top on the right side of the page
- * On the next page, after reading the disclaimer, click on "I agree to terms above" and then click "Yes" when asked if you want to display the unsecured information
- * On the next page, click on "Resources" near the top right of the page
- * On the next page, click on "Case Information"
- * On the next page, click on "Case Filing/Submission" and then click "Yes" when asked if you want to display the unsecured information
- * On the next page, check the box to the left of "Case No."; enter SR-2007-0023 in the box to the right of Case No.; scroll to the bottom of the page and click on "Search"
- * On the next page, click on "SR-2007-0023" and this will bring up a screen that contains all of the documents that have been filed in the case to date
- * To view a document, click on the number in the "Item No." column

If you have questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at the telephone number listed below.

Sincerely,

Ms. Sherree Gesner
Customer Service Manager
1-800-851-1305

*I do not feel this increase
is warranted.*

*Urban Fork
1516 Walnut Dr.*

Type of Charge	Current Rates	Proposed Rates
Total Monthly Residential Flat Rate Bill	\$22.53	\$30.55

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AUG 03 2006

UTILITY OPERATIONS
DIVISION

SECOND CUSTOMER NOTICE

July 21, 2006

Dear Customer:

On May 17, 2005, Aqua Missouri, Inc. – Jefferson City (Company) submitted a request for a permanent increase in its current sewer rates and charges, under the provisions of the Missouri Public Service Commission's small company rate increase procedure. By its request, the Company was seeking increases in its customer rates intended to generate an increase in its annual sewer operating revenues of approximately 115.84%.

As a result of the Company's request, the Staff of the Public Service Commission (Commission Staff) conducted an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon the results of its audit and investigation, the Commission Staff has concluded that an increase of \$157,434 or 35.62% in the Company's annual sewer operating revenues is warranted and that certain changes to the Company's system operations and business operations are warranted. The Company has agreed with the Commission Staff's audit findings and conclusions, and has filed tariff revisions to implement those findings and conclusions. A table summarizing the Company's proposed revisions to its rates and charges, and including a monthly customer bill comparison for a residential customer using a flat rate, is set out at the end of this notice.

The Office of the Public Counsel (OPC), a state agency responsible for representing the interests of utility consumers before the Commission, has reviewed the results of the Commission Staff's investigation. However, the OPC has not yet taken a final position regarding those results.

Any customer that has questions or comments about the Company's proposed revisions to its rates and charges, or that has comments regarding recent service-related problems, should contact the Commission Staff and/or the OPC, within 20 days of the date of this notice. To do so, please use the mailing addresses, telephone numbers, fax numbers or e-mail addresses shown below, and please include a reference to Commission Case No. SR-2007-0023.

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: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102
Phone: 573/751-4857
Fax: 573/751-5562
E-Mail: mopco@ded.mo.gov

Depending upon the responses to this notice, the OPC may request that the Public Service Commission hold a local public hearing. However, regardless of whether a local public hearing is held, no increase in rates will take effect without the specific approval of the Public Service Commission.

Public Service Commission
Att: Water/Sewer Dept.
Commission Case No. SR-2007-0023

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08-4-06 AUG 08 2006

UTILITY OPERATIONS
DIVISION

Dear Sirs,

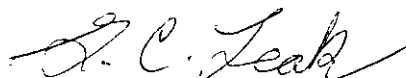
I have received your notice on the proposed rate hike for sewer service in our area. I am outraged that Aqua Missouri wants to increase our rates! I am very concerned you are even considering this rate increase. Below are some facts that you as members of the Public Service Commission may or may not be aware of. I would hope these facts will have some bearing on your decision. The homeowners in this area have no other option than to pay Aqua Missouri what ever rates you see fit.

1. The customers in SouthWoods Hills subdivision must, at our own cost, maintain low pressure injection pumps. I hope you are aware these pumps cost about \$3000.00 each and must be replaced and or repaired at the homeowner's expense and not at the expense of Aqua Missouri. These very costly pumps have a life span of anywhere between four to eight years. The homeowner's of this area have no choice in this matter; maintaining or replacing these pumps is not optional.
2. When a responsible homeowner who is planning on doing work at their residence calls to have the sewer lines marked Aqua Missouri will not come out and mark their lines. If the homeowner calls Dig Safe they will mark every line but the Aqua Missouri lines. I would be interested to know why? If an Aqua Missouri flow line should be broken all of the neighborhood sewage will then flow into that yard. Again it is at the expense of the homeowner to clean up the sewage and repair the line, a line that Aqua Missouri could have marked when asked to.

It is my feeling if Aqua Missouri wants a rate increase they should begin to act like a responsible company. I believe they should step up to the plate and earn what I consider to be their already overly high rates for doing little or nothing for us to start with. With the current responsibilities and costs that are forced on homeowner's by Aqua Missouri we should have the option of putting in septic systems. Unfortunately as homeowner's in this area we do not have any choice in this matter. This does not seem fair with all of the expenses we are forced to incur to maintain our sewer systems.

We sincerely hope the members of this commission will consider the expenses homeowners in this area must already endure. Most of all please consider that we have no other option than to pay the rates Aqua Missouri charges and accept what ever kind of service they choose to provide.

Sincerely
Mr. & Mrs. Gregory C. Leak
809 SouthTree Dr. Jefferson City MO



WIN-WELL PROPERTY LLC
10931 EVERGREEN DRIVE, APT. 4
HOLTS SUMMIT, MO 65043
573-896-4320

RECEIVED
JUL 28 2006

July 25, 2006

UTILITY OPERATIONS
DIVISION

RE: Commission Case No. DR-2007-0023

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

Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102

Dear Sir/ Madam:

We recently received a "Second Customer Notice" of a proposed rate increase requested by Aqua Missouri, Inc., Jefferson City, MO.

We would like to go on record as being extremely opposed to this requested rate increase for the following reasons:

1. Win-Well Property LLC purchased this apartment complex November 1, 2005, and monthly charges were not accurately represented. Our fault for not thoroughly checking all bills.
2. Ninety-five percent of the tenants were evicted because of illegal activities or non-payment of rents.
3. We are a minority ownership (women).
4. We are being charged on each apartment even though they are vacant and no water or sewer is being used.
5. The only units that we are not being charged for are 2 that have been gutted by fire.
6. In a 57 unit complex we have only 33 units rented.
7. When these units were constructed there were no provisions made for individual meters for each unit. There are only 2 meters for the 2 buildings.
8. To install meters on each apartment would be cost prohibitive and there would be no way to recoup the cost.

Win-Well Property LLC
RE: Commission Case No. SR-2007-0023

Currently, because of the way you allowed the rates to be established, we are paying for both empty and full apartments. This, we feel, is a great disservice to property owners in our position.

We have spoken with AquaMissouri on several occasions and asked if there could not be some type of arrangement made where we pay only on units that are rented. We are more that willing to let them know as soon as we rent an apartment so there would be no revenue lost. Their response to me has always been "unless you have each apartment individually metered we can't do anything. We are allowed by PSC to charge for all units and that is what we will do."

Currently, we pay \$1,091.55 each month for 57 units. If we could be allowed to pay only on units rented it would be \$631.95 per month. This would mean a considerable savings which in turn could be used to upgrade apartments and advertise for and hopefully get qualified tenants that would be an asset for both of our firms.

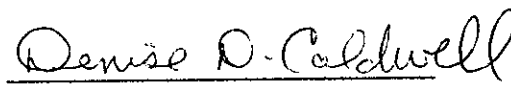
We are not attorneys or persons that know the law inside and out but only two women that are trying to provide clean, decent, affordable housing for young families and senior citizens. With the cost of everything else around us increasing on a daily basis this is becoming harder to do.

We own two properties serviced by Aqua Missouri. 10931/10949 Evergreen Dr. and 1506 Summit View Dr., Holts Summit, MO 65043

Once again, we would like to state that we are adamantly opposed to the rate increase requested by AquaMissouri.

Respectfully,
Win-Well Property LLC


Barbara A. Winters, co-owner


Denise D. Caldwell, co-owner

To: Jeri Russo

Bill & Sharon Kirchoff
2412 Lakewood Road
Jefferson City MO 65109
573-636-3232

July 25, 2006

Name
Address
Jefferson City MO 65109

Re: Aqua Missouri Rate Increase

*Please mail by Monday
Aug. 7 so it will arrive before
the 20 day time period expires*
Thanks, Sharon

By now you should have received a letter from Aqua Missouri notifying you that a rate increase has been requested for wastewater (sewer). Aqua Missouri is requesting a rate increase from the current \$22.53 per month to \$48.63 per month. That is an increase of 115.84%!! I don't know about you but Bill and I feel that this is an extreme and unfair request.

If you agree with us would you please take a few minutes out of your busy schedule to fill out and mail the attached form to the following address:

Office of the Public Counsel
Attn: Lewis Mills
PO Box 2230
Jefferson City MO 65101

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AUG 04 2006

or call: 751-4857 or email to: mopco@ded.mo.gov and voice your opinion. UTILITY OPERATIONS DIVISION

It is very important that you voice your opinion NOW. We have 30 days from the date the letter was mailed (on or about August 10, 2006). That means we have less than 2 weeks to be heard. The Office of the Public Counsel wants to hear from the consumers! If you remain silent then the rates may be raised and we will be stuck paying too much.

Thank you for your consideration in this matter.

Sincerely

Bill & Sharon Kirchoff

We live in Lakewood Subdivision and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 115.84% increase as very extreme.

Name(s): ROY & PATRICIA ZAVITZ
Address: 3420 LAKEWOOD RD J.C. MO 65109
Phone Number: 635-9344

Thank you.

*This is a copy of what was sent to OPC. They advised
send a copy to the PSC also. Most people who live out
here will be mailing their complaints to OPC - so you
may want to get those copies.*