

Appendix D

Copies of Customer E-mails

July 26, 2006

TO: 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

RE: Commission Case No SR-2007—0023

Thank you for allowing us to comment on the Commission staff's conclusion that a rate increase of 35.62% is warranted. Without knowing what expenses are included in the annual operating expenses and resulted in the approval for Aqua Missouri to increase its operating revenue, we are concerned that the revenue generated far exceeds the annual maintenance cost. It is our understanding that the initial cost of the system was borne by the residents of Quail Valley Lake Subdivision from proceeds from the sale of each lot and the system was simply "given" to Aqua Missouri or its predecessor. Hopefully the residents of Quail Valley are not paying for the construction of the system twice.

Your assurance that the above concerns have been addressed would be appreciated. We would support the PSC holding a public hearing to address these and concerns of other residents.

Sincerely,
Quail Valley Lake Subdivision Residents

Ken Lueckemotte

KEN LUECKENOTTE

Ronald Carroll

Ron Carroll

Matthew A. Gassen

Frank Stephens

FRANK STEPHENS

Pat Storey

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Wednesday, July 26, 2006 1:35 PM
To: Russo, Jim
Subject: Aqua MO

Vernon Adams
3533 Shamrock
JC, MO 65101
636-5655

Mr. Adams called the PSC regarding this issue in the past. He called OPC today at 10:00am. He has lived in the same home for 30 years. When he bought the home the 3 lagoons and no sewer bill was appealing. Now he has a sewer bill with Aqua Missouri. The bill keeps rising and rising but nothing changes with the lagoon. He thinks the 35% increase is too much. He could possibly see a 10% increase but 35%. His main issue is the increasing rates and no enhancements/changes to the lagoon.

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7/26/2006

Russo, Jim

From: Anderson, Pam
Sent: Wednesday, August 02, 2006 11:26 AM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri, Inc. request for rate increase, Case No. SR-2007-0023

I already pay \$22.53 per month for sewer service and I live alone. I also pay Callaway County Water District No. 1 for my water each month which is based on water consumption. I understand sewer rates are \$22.53 per household and it doesn't matter if one person lives there or ten. It isn't fair to charge a fee of \$22.53 per household no matter how many people reside there. I think sewer rates should be based on water consumption and if they need to raise their rates that would be a good way to do it. I believe this rate increase is excessive.

*Pam Anderson
1516 Summit View Drive
Holts Summit, MO 65043*

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Wednesday, August 02, 2006 11:31 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: Aqua Missouri, Inc. request for rate increase, Case No. SR-2007-0023

From: Anderson, Pam [mailto:pam.anderson@psc.mo.gov]
Sent: Wednesday, August 02, 2006 11:26 AM
To: Water.Sewer
Cc: mopco
Subject: Aqua Missouri, Inc. request for rate increase, Case No. SR-2007-0023

I already pay \$22.53 per month for sewer service and I live alone. I also pay Callaway County Water District No. 1 for my water each month which is based on water consumption. I understand sewer rates are \$22.53 per household and it doesn't matter if one person lives there or ten. It isn't fair to charge a fee of \$22.53 per household no matter how many people reside there. I think sewer rates should be based on water consumption and if they need to raise their rates that would be a good way to do it. I believe this rate increase is excessive.

*Pam Anderson
1516 Summit View Drive
Holts Summit, MO 65043*

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8/2/2006

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Thursday, August 03, 2006 2:13 PM
To: Russo, Jim; Mills, Lewis
Subject: Aqua Source customer call

8/3/06 2:12 p.m.

Bonnie Brant
4911 Oakridge Road
Jefferson City MO 65109
573-636-9050

Sewer only.

Rate increase is too high. Opposes the increase. They don't have to do too much.

~~~~~

*Jerr Buckman*

*SOA*

*Office of Public Counsel*

*200 Madison Street Suite 650*

*PO Box 2250*

*Jefferson City MO 65102*

*573-751-5557*

*jerr.buckman@ded.mo.gov*

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8/3/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, July 25, 2006 2:02 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO

Mr. Wilbur Burton called regarding the rate increase for Aqua Missouri. He would like to be notified of the public hearing. He is opposed to the rate increase and has many reason why he feels this way.

Wilbur Burton  
230-5533  
1714 Woodridge Trial  
JC, MO 65109

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7/25/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, July 25, 2006 4:47 PM  
**To:** Russo, Jim  
**Subject:** FW: SR-2007-0023

Ms. Coleman called OPC 7/25 at 2:00 pm regarding SR-2007-0023. She was unable to open up the filed documents using efis. I emailed these documents to Ms. Coleman along with email below. She is very frustrated regarding this sewer situation. She was told DNR notified Aqua Missouri that all septs in her neighborhood, Quail Valley Subdivision, needed to be pumped. She did this and found out the septic was installed incorrectly. She's not sure what she needs to do.

I recommended she speak with the PSC and explained I would forward this information.

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**From:** Mary Coleman [mailto:Mary.Coleman@house.mo.gov]  
**Sent:** Tuesday, July 25, 2006 4:34 PM  
**To:** Stratton, Kendelle  
**Subject:** RE: SR-2007-0023

Thank You!

My name is Mary Coleman, 2854 Foxdale Drive, Jefferson City, MO 65109. Home phone is 573-635-1294, work phone 573-751-1490.

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**From:** Stratton, Kendelle [mailto:kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, July 25, 2006 2:19 PM  
**To:** Mary Coleman  
**Subject:** SR-2007-0023

Please see the attached documents. These are the 4 documents filed in this case so far. I would also recommend filing a complaint with the Public Service Commission if you have not already. Their number is 751-4308. I will also forward this information on to Lewis Mills and the PSC. Please reply with your full address and telephone number.

Thank you,  
Kendelle Stratton

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7/26/2006



**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, August 01, 2006 9:11 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** Aqua Missouri

Henry Dahl  
2416 Lakewood Rd  
JC, MO 65109  
635-2139  
634-3400 (w)  
680-5139 (c)

Against huge rate increase not opposed to \$30.55 set rate. Has place at lake he's president of home owners association. He's involved with sewer system right now. Not against increase just wants to know what it is for and how much. 115% too much. Feels like public is paying because they suddenly realize they need money. Understands it takes money to operate. Forwarded call to Jim Russo for additional questions.

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8/1/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, July 25, 2006 3:10 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO

Bruce & Jan Dawson called 7/25/2006 at 3:00pm regarding the rate increase for Aqua Missouri.

2407 Bald Hill Rd.  
Jefferson City, MO  
635-9779

They are against the rate increase and do not understand what the \$157,000 a year will go towards.

\*\*\*\*\*

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7/25/2006

**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Wednesday, August 02, 2006 10:52 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Attn: Mr. Lewis Mills Commission Case No.SR-2007-0023 Aqua Missouri, Inc.

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

**From:** Timothy Forck [mailto:p\_tforck@hotmail.com]  
**Sent:** Wednesday, August 02, 2006 10:51 AM  
**To:** mopco  
**Subject:** Attn: Mr. Lewis Mills Commission Case No.SR-2007-0023 Aqua Missouri, Inc.

August 2, 2006

Dear Mr. Mills,

I have received a notice dated July 21, 2006 indicating that the Public Service Commission has audited Aqua Missouri's records and reviewed the companies system and business operations. It was indicated in the letter that a 35.62% rate increase was warranted. At the bottom of the back page there was a chart indicating the the residential flat rate bill would increase from the current rate of \$22.53 to the proposed rate of \$30.55.

Mr. Mills, Aqua Missouri provides sewer service to me. Let me explain exactly what sewer service is provided. Aqua Missouri excepts only the liquid waste. I had to install and have to maintain a septic tank and a pump in order to pump the liquid into Aqua Missouri's collection lines.

The installation of the septic tank and pump was \$3,200. \$30.55 per month seems high to me for treating liquid waste especially when I am doing the solid breakdown with my septic tank. Does Aqua Missouri's rate distinguish between the treating of liquid waste and liquid and solid waste? If I did not have to maintain a septic tank and and in particular the pump, then

\$30.55 would seem reasonable. The pump issue could be taken care of by puting a collector line behind the house. This would impact five houses on my block.

Thank You

Timothy P Forck  
3019 Cedar Valley Ct  
Jefferson City, MO 65109

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Express yourself instantly with MSN Messenger! Download today - it's FREE!  
<http://messenger.msn.click-url.com/go/onm00200471ave/direct/01/>

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**Russo, Jim**

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**From:** Buckman, Jere [jere.buckman@ded.mo.gov]  
**Sent:** Monday, July 24, 2006 3:35 PM  
**To:** Russo, Jim  
**Subject:** Aqua Missouri consumer call

Just received a call from:

Shirley Greil  
3801 Lost Valley Lane  
Jefferson City MO 65101

Opposes rate increase. Sewer bill is higher than water bill. On a fixed income.

~~~~~

Jere Buckman
SOS
Office of Public Counsel
200 Madison Street Suite 650
PO Box 2250
Jefferson City MO 65102
573-751-5557
jere.buckman@ded.mo.gov

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7/24/2006

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Thursday, August 03, 2006 11:03 AM
To: Russo, Jim
Subject: Aqua Source call

8/3/2006 11:00 a.m.

Harry & Dixie Hammond
107 Brooking Park Avenue
Sedalia MO 65301
660-829-5683

Have both water and sewer service.
Would approve a small increase but what they are asking is too much. Retired couple living on a fixed income,

~~~~~

*Jere Buckman*

*SOS*

*Office of Public Counsel*

*200 Madison Street Suite 650*

*PO Box 2250*

*Jefferson City MO 65102*

*573-751-5557*

*jere.buckman@ded.mo.gov*

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8/3/2006

**Russo, Jim**

---

**From:** Scott L. Hesse [shesse@willconsult.com]  
**Sent:** Friday, July 28, 2006 7:29 AM  
**To:** Water.Sewer; mopco@ded.mo.gov  
**Subject:** Commission Case no. SR-2007-0023

Sir/Madam:

This email is sent to comment on Aqua Missouri, Inc.'s request for a permanent increase in sewer rates. Their request for a rate hike is unfounded. The rate that I'm paying now is two to three times higher than I've paid in other areas. Taking into account that I'm responsible for the purchase, installation and maintenance of a septic tank, Aqua Missouri doesn't even treat sewage. If Aqua Missouri is not achieving their desired profit margin, then I believe they should streamline their operation and be more efficient. They are not justified in raising their rates.

Scott and Kathryn Hesse  
11991 County Road 4001  
Holts Summit, MO 65043

## Russo, Jim

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Friday, July 28, 2006 8:16 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Commission Case no. SR-2007-0023

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

**From:** Scott L. Hesse [mailto:shesse@willconsult.com]  
**Sent:** Friday, July 28, 2006 7:29 AM  
**To:** water.sewer@psc.mo.gov; mopco  
**Subject:** Commission Case no. SR-2007-0023

Sir/Madam:

This email is sent to comment on Aqua Missouri, Inc.'s request for a permanent increase in sewer rates. Their request for a rate hike is unfounded. The rate that I'm paying now is two to three times higher than I've paid in other areas. Taking into account that I'm responsible for the purchase, installation and maintenance of a septic tank, Aqua Missouri doesn't even treat sewage. If Aqua Missouri is not achieving their desired profit margin, then I believe they should streamline their operation and be more efficient. They are not justified in raising their rates.

Scott and Kathryn Hesse  
11991 County Road 4001  
Holts Summit, MO 65043

\*\*\*\*\*

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**Russo, Jim**

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**From:** Buckman, Jere [jere.buckman@ded.mo.gov]  
**Sent:** Friday, August 04, 2006 3:29 PM  
**To:** Russo, Jim; Mills, Lewis  
**Subject:** Aqua customer call

8/4/06 3:23 p.m.

Sydney Hime  
836 South Tree Drive  
Jefferson City MO 65101  
573-659-6634

Sewer service only.  
Increase unjustified.

~~~~~

Jere Buckman

SOS

Office of Public Counsel

200 Madison Street Suite 650

PO Box 2230

Jefferson City MO 65102

573-751-5557

jere.buckman@ded.mo.gov

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8/7/2006

SECOND CUSTOMER NOTICE

July 21, 2006

Jim Howard 634 7165
fox

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.

Dear SirsWe strongly oppose this rate increase request.Please schedule a meeting. Also can we get the permit back?

Phone 680-1570 cell
635-9540 Home

Lawrence D. Hull
2804 Foxdale
Jeff City Mo. 65109

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Tuesday, August 01, 2006 8:28 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: Aqua Missouri Rate Increase

From: Rhonda Lindsay [mailto:lindsayr@lincolnu.edu]
Sent: Tuesday, August 01, 2006 7:16 AM
To: mopco
Subject: Aqua Missouri Rate Increase

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.

Thank you.

Kirby and Rhonda Lindsay
2904 Dawnwood Circle
Jefferson City, MO 65109
634-2005 (home)
681-5120 (work)

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8/1/2006

July 26, 2006

TO: Public Service Commission	Office of the Public Counsel
Attn: Water/Sewer Dept.	Attn: Lewis Mills
P.O. Box 360	P.O. Box 2230
Jefferson City, MO 65102	Jefferson City, MO 65102

RE: Commission Case No. SR-2007—0023

Thank you for allowing me to comment on the Commission staff's conclusion that a rate increase of 35.62% is warranted. Without knowing what expenses are included in the annual operating expenses and resulted in the approval for Aqua Missouri to increase its operating revenue, I am concerned that the revenue generated far exceeds the annual maintenance cost. It is my understanding that the initial cost of the system was borne by the residents of Quail Valley Lake Subdivision from proceeds from the sale of each lot and the system was simply "given" to Aqua Missouri or its predecessor. Hopefully the residents of Quail Valley are not paying for the construction of the system twice.

Your assurance that the above concerns have been addressed would be appreciated. I would support the PSC holding a public hearing to address these and concerns of other residents.

Sincerely,

Ken Lueckenotte
2909 Foxdale
JC, MO 65109
573-659-4641

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Friday, August 11, 2006 8:25 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: Rate increase

From: meyerbodean [mailto:meyerbodean@mchsi.com]
Sent: Thursday, August 10, 2006 5:48 PM
To: mopco
Subject: Re: Rate increase

Sir,

I am writing to express my concern about the rate increase that Aqua Missouri is requesting. I feel that a 115% increase is unfair and unwarranted. An audit has concluded that 35-40% would be more in line. I have no objection to a reasonable rate increase to cover costs, but this one seems unreasonable. Thank you for your time.

Commission case No. SR-2007-0223

Jeff Meyer
2313 Lakewood Rd.
Jefferson City, MO.

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8/14/2006

Russo, Jim

From: meyerbodean [meyerbodean@mchsi.com]

Sent: Thursday, August 10, 2006 5:46 PM

To: Water.Sewer

Subject: [Released] Rate increase

Sir,

I am writing to express my concern about the rate increase that Aqua Missouri is requesting. I feel that a 115% increase is unfair and unwarranted. An audit has concluded that 35-40% would be more in line. I have no objection to a reasonable rate increase to cover costs, but this one seems unreasonable. Thank you for your time.

Commission case No. SR-2007-0223

Jeff Meyer
2313 Lakewood Rd.
Jefferson City, MO.

8/14/2006

OPC

FILE COPY

10952 Hunters Creek Road
Holts Summit, MO 65043
July 25, 2006

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

Dear Sirs:

RE: Case No. SR-2007-0023

I received the letter from Aqua Missouri concerning the proposed rate increase for Residential wastewater.

I believe a 35.62% rate increase is **quite** excessive. If the company needed to increase their rates why didn't they try increasing the rate a little each year? For example, could they consider increasing the bill by 10% for six months and then increase it another 10% after six months have elapsed? I have not received a raise in my take home pay for several years and the increase in gasoline cost getting to and from work eats up more and more of my paycheck each month. As a single parent sending two children to college, it becomes increasingly difficult to meet the monthly living expenses without adjusting to a 35.62% increase in a monthly bill.

Thank you for your consideration in this matter.

Yours very truly,

Susan Miller

Susan Miller

CC: Office of the Public Counsel ✓

JUL 26 2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Monday, August 14, 2006 10:49 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: Aqua Missouri Rate increase

From: Milne, Robin [mailto:robin.milne@cgi-ams.com]
Sent: Monday, August 14, 2006 10:46 AM
To: mopco
Subject: Aqua Missouri Rate increase

Earl Milne, Jr.
Lakewood President
2904 Fox Trail Circle
Jefferson City, MO 65109

Office of the Public counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65101

August 14, 2006

Office of the Public Counsel-

The homeowners of Lakewood subdivision would like to express their opinion regarding the Aqua Missouri rate increase of 115.84%. This is an extremely unfair rate increase. As homeowners, we support Aqua Missouri by allowing them to use a sewer dump area in our subdivision.

This rate increase is extreme. Please consider the opinion of the Lakewood homeowners regarding this increase.

Thank you for your consideration in this matter.

Earl R. Milne, Jr
President of Lakewood Homeowners Association

Robin Milne
CGI-AMS, Inc.
Director of Consulting

8/14/2006

4000 Legato Road | Fairfax, VA 22033

Tel: 573.761.7567 | Mobile: 573.645.7500

robin.milne@cgi-ams.com

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8/14/2006

Russo, Jim

From: snesler@iland.net
Sent: Wednesday, August 02, 2006 9:25 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Rate Increase

We received two letters regarding a possible rate increase. I am not sure why there is different amounts on each letter. We are opposed to this much of a rate increase. We understand that you may need to increase our rates but we feel this amount all at one time is a bit much to handle.

Thank You,
Steven & Michelle Nesler

Commission Case No. SR-2007-0023
Commission Case No. WR-2007-0020

This message sent using iMail from I-Land Internet Services.
<http://www.iland.net>

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Thursday, August 03, 2006 12:59 PM
To: Russo, Jim; Mills, Lewis
Subject: Aqua Source complaint

Angie Norris
4903 Oakridge Road
Jefferson City MO 65109
573-338-3011

Would be agreeable to increase if they improved their service.
Strong odor, need to ariate more.

~~~~~

*Jere Buckman*  
*SOA*  
*Office of Public Counsel*  
*200 Madison Street Suite 650*  
*PO Box 2230*  
*Jefferson City MO 65102*  
*573-751-5557*  
*jere.buckman@ded.mo.gov*

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8/3/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Monday, August 07, 2006 8:48 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: SR-2007-0023

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**From:** Ed [mailto:erackers@mchsi.com]  
**Sent:** Monday, August 07, 2006 8:38 AM  
**To:** water.sewer@psc.mo.gov  
**Cc:** mopco  
**Subject:** SR-2007-0023

Regarding the proposed rate increase on the above referenced case, I feel it is unfair to apply the same rate to all users. The subdivision I live in (Rockridge Estates) is served by individual septic tanks. The sewage is partially treated in the septic tanks removing approximately 30% of the B.O.D. requirement. The liquid discharge from the septic tanks is pumped to the aerated lagoon operated by Aqua MO. Since the septic tanks removed part of the aeration requirements, the operating costs are reduced for Aqua MO. It seems fair that these property owners should not have to pay the same rate as other users who do not have septic tanks. Either the rate should be lower, or Aqua MO should assume maintenance on the septic tanks which are actually part of the treatment system. I would appreciate your comments.

Thank You

Ed Rackers, 3311 Glenstone Dr. Jefferson City; MO 65109

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8/7/2006

**Russo, Jim**

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**From:** Carl Roettgen [roettgenc@missouri.edu]  
**Sent:** Wednesday, August 02, 2006 4:51 PM  
**To:** mopco@ded.mo.gov; Water.Sewer  
**Subject:** PSC case no. SR-2007-0023

Re: Aqua Missouri, Inc. Rate Increase  
PSC case no. SR-2007-0023

Attn: Lewis Mills  
Attn: Water/Sewer Dept.

A letter I received dated July 21 stated that Aqua Missouri requested a 115.84% rate increase but after looking into it the PSC thought a 35.62% increase was warranted. THIRTY-FIVE percent is warranted!!!! This would increase my \$22.53 sewer bill to \$30.55. To me this is still too much especially when my water bill averages from about \$8 in the winter, to \$10 in the summer due to watering, which doesn't go down the sewer anyway. The service they provide me hasn't changed.

Also, I've always felt that the flat fee that they charge isn't fair. The water coming in my house isn't based on a flat fee, why should the water going out be. I am a single person, living alone, and I don't want to have to pay for other people's sewer! They can get our water usage from WD#2 if they want and base our sewer rate on that. The city does it for residents there.

To me this is another example of big companies coming in and buying out smaller ones and then raising the rates to pay for the purchase.

Sincerely,

Carl Roettgen  
2424 Lakewood Rd.  
Jefferson City, MO 65109

8/3/2006

**Russo, Jim**

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**From:** spotya [spotya@earthlink.net]  
**Sent:** Saturday, July 22, 2006 11:48 AM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** rate increase case no. SR-2007-0023

I think a rate increase of 35% is outrageous, who wouldn't want a 35% pay increase. The state employees just recieved a 4% increase. Imagine if all bills went up that much. If you grant them that much, who's next to want an increase. We allready have to put up with high gas prices with oil companies robbing us now the sewer company. Whatever happend to 10% increases( or 4% like the state) ? Just a bunck of greedy people. If I don't agree what am I going to do? get someone else to take my sewer waste, I don't have a choice. Please don't give these greedy people that much. Tom Roling

## Russo, Jim

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Friday, August 04, 2006 9:33 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Aqua Missouri rate increase

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

**From:** Terri Steffes [mailto:terri.steffes@sc.k12.mo.us]  
**Sent:** Friday, August 04, 2006 9:25 AM  
**To:** mopco  
**Subject:** Aqua Missouri rate increase

Aqua Missouri is requesting a rate increase from \$22.53 a month to \$48.63 a month. This increase of 115.84% is unreasonable in today's economy.

Poor business practice should not be encouraged by allowing this significant increase. Small increases over time would have been practical and acceptable. Please do not allow this company to punish its consumers for its lack of foresightedness.

In addition, I would like to state that I would be happy to pay a cost of living increase to this company.

Terri Steffes  
2521 Lakewood Road  
Jefferson City, MO 65109  
573-761-9175

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**Russo, Jim**

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**From:** Dan Swearengin [dandon@copper.net]  
**Sent:** Saturday, July 29, 2006 10:41 AM  
**To:** Water.Sewer  
**Subject:** Commission Case # SR-2007-0023

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

**RE: Aqua Missouri Inc. 115.84% Rate Increase For Maplewood (Pettis County)**

**To Whom This May Concern:**

Society knows there have been increases in costs of all services and organizations, perhaps to include Aqua MO Inc. And, while your offices has deemed the increase '*warranted*' I want to go on record as contesting such an inordinate determination!!

We do not live directly within the Maplewood addition, rather across TT Highway in Brooking Park Retirement Village. Like the scores of elderly and fixed income persons in our complex, of which my wife and I are ones, we have only limited funds to cover everything. And, we do not have a PSC to tell anyone in our behalf, or otherwise, that an '*increase in funds*' is '*warranted*'.

Therefore, I do not know what the next step necessary is to see that this '*warranted*' increase does not take place, but I intend to find out and do all in my power to stop both the increase and your arbitrary process. I feel it is very apparent, in your decision making, you took no account of persons such as are we!!

Very Sincerely,

*Dan and Donna Swearengin*  
149 Sycamore Lane  
Sedalia, MO 65301

7/31/2006

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

Rec'd. 07/26/06  
W/S Dept.  
*[Signature]*

July 25, 2006

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.



pg.2

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