

## Appendix E

### Results of Staff Investigations

## **MEMORANDUM**

**TO:** James Russo- Rate and Tariff Examination Supervisor

**FROM:** Jerry Scheible, P.E.- Utility Regulatory Engineer

**REGARDING:** James Howard  
Case No. WR-2007-0023 (Cole County)  
Aqua Missouri, Inc. Rate Increase Request Second Customer  
Notification Response

**DATE:** August 16, 2006

Mr. Howard submitted a Public Comment recorded in EFIS. He submitted a similar comment regarding the same issues; past lift station operational problems, which have since been corrected by the Company, and septic tank maintenance, in response to the initial Rate Increase Request notification. I spoke to him at his home on August 1, 2005 regarding the same concerns. Mr. Howard did not leave a phone number at which to be contacted so I sent him a letter on August 16, 2006 letting him know to contact me directly to discuss his concerns further.

## **MEMORANDUM**

TO: James Russo- Rate and Tariff Examination Supervisor

FROM: Jerry Scheible, P.E.- Utility Regulatory Engineer

REGARDING: Lawrence Neill  
Case No. WR-2007-0023 (Cole County)  
Aqua Missouri, Inc. Rate Increase Request Second Customer  
Notification Response

DATE: August 18, 2006

Mr. Neill mailed the *Second Customer Notice* in with a comment at the bottom requesting a meeting be held and the following question, "Also can we get the permit back?"

I called Mr. Neill's residence on August 16, 2006, and spoke to his wife, asking her to have Mr. Neill contact me directly by phone if he cares to discuss his concerns. He has not responded to date.

## **MEMORANDUM**

TO: James Russo- Rate and Tariff Examination Supervisor

FROM: Jerry Scheible, P.E.- Utility Regulatory Engineer

REGARDING: Angie Norris  
Case No. WR-2007-0023 (Cole County)  
Aqua Missouri, Inc. Rate Increase Request Second Customer  
Notification Response

DATE: August 18, 2006

Ms. Norris submitted a comment concerning occasional odor from the lagoon at Monticello Acres. She commented on the same issue in response to the initial rate increase request notification, which I spoke to her on the phone about on July 21, 2005. Local Aqua Missouri staff is aware of occasional odor issue from the lagoon and makes efforts to improve the situation as soon as it is noticed by adjusting the timing and session length of running the surface aerators.

I left a phone message on August 18, 2006, for Ms. Norris to contact me directly by phone if she cares to further discuss her concerns.

## **MEMORANDUM**

TO: James Russo- Rate and Tariff Examination Supervisor

FROM: Jerry Scheible, P.E.- Utility Regulatory Engineer

REGARDING: Ed Rackers  
Case No. WR-2007-0023 (Cole County)  
Aqua Missouri, Inc. Rate Increase Request Second Customer  
Notification Response

DATE: August 18, 2006

Mr. Rackers submitted an email to the Water and Sewer Department concerning an issue regarding the septic tank at her residence. He feels the rate charged to customers who own and maintain septic tanks, thereby reducing the organic load on any treatment facility, should pay a lesser rate than those customers who do not have septic tanks.

I responded to his email explaining that Aqua Missouri operates over 50 treatment facilities in the Cole and Callaway County service area, which range from anaerobic lagoons to extended air treatment facilities and which serve as few as a single multi-family dwelling to over 100 connections, thus necessitating a uniform rate for the service area.

I also suggested he contact me directly if he wishes to discuss the matter further.

## **MEMORANDUM**

**TO:** James Russo- Rate and Tariff Examination Supervisor

**FROM:** Jerry Scheible, P.E.- Utility Regulatory Engineer

**REGARDING:** Gilbert Schwartz  
Case No. WR-2007-0023 (Cole County)  
Aqua Missouri, Inc. Rate Increase Request Second Customer  
Notification Response

**DATE:** August 16, 2006

Mr. Schwartz submitted a Public Comment in EFIS. I spoke to him via phone on August 16, 2006. Mr. Schwartz feels the rate increase is excessive in light of the fact that the customers in the Sleepy Hollow Subdivision being required to maintain their own individual septic tanks, thus reducing the amount of treatment required by Aqua Missouri.

I discussed how the Company maintains various types of wastewater treatment facilities throughout the service area and informed him of his rights and responsibilities regarding the maintenance of his septic tank.

Mr. Schwartz was pleased to be contacted regarding his concerns.