

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

In the Matter of a Request from Raytown            )  
Water Company for an Increase in its            )  
Operating Revenues.                                    )  
**Case No. WR-2010-0304**

**STAFF RESPONSE TO LOCAL PUBLIC HEARING**

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and pursuant to Commission Rule 4 CSR 240-3.050(19) submits the following information to the Missouri Public Service Commission (“the Commission”):

1. On December 1, 2010, the Commission conducted a local public hearing in Raytown, Missouri regarding the rate increase request of Raytown Water Company (“Raytown” or “the Company”).

2. Commission Rule 4 CSR 240.3.050(19) states that “[i]f a local public hearing is held, the staff shall file a pleading no later than five (5) working days after the hearing indicating whether any material information not previously available was provided at the local public hearing and stating whether that information might result in changes to the utility/staff disposition agreement...”.

3. Pursuant to Commission Rule 4 CSR 240-3.050(19) and in response to the December 1, 2010 local public hearing, Staff represents that at the December 1, 2010 local public hearing Staff obtained no material information not previously available. Staff did receive a specific billing inquiry from one of Raytown’s customers and conducted an investigation in response. A staff report regarding this investigation is attached to this pleading as Exhibit A and is incorporated by reference herein.

4. Although negotiations between the parties continue, Staff is unaware of any information obtained at the December 1, 2010 local public hearing that is likely to result in any changes to the Company/Staff disposition agreement filed in this case.

**WHEREFORE**, Staff submits this pleading for the Commission's information as required by Commission Rule 4 CSR 240-3.050(19).

Respectfully submitted,

**/s/ Eric Dearmont**

Eric Dearmont  
Assistant General Counsel  
Missouri Bar No. 60892

Attorney for the Staff of the  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102  
(573) 751-5472 (Telephone)  
(573) 751-9285 (Fax)  
[eric.dearmont@psc.mo.gov](mailto:eric.dearmont@psc.mo.gov)

### **Certificate of Service**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 7<sup>th</sup> day of December, 2010.

**/s/ Eric Dearmont**

**STAFF REPORT REGARDING INVESTIGATION OF COMMENTS MADE AT**  
**RAYTOWN WATER COMPANY LOCAL PUBLIC HEARING**

**Case No. WR-2010-0304**

**Prepared by James M. Russo**

**December 6, 2010**

**BACKGROUND**

Staff investigated the comments made by Raytown Water Company (Company) customer Ms. Darlene Ryan at the Local Public Hearing conducted on December 1, 2010. Staff met with Ms. Ryan immediately following the conclusion of the Local Public Hearing in order to obtain preliminary customer information and to discuss her concerns about receiving a bill when she is at home for only a relatively short period of time during the billing cycle.

**INVESTIGATION**

Staff requested and received from the Company copies of Ms. Ryan's bills from October, 2009 to the present (based on a meter reading date of October 29, 2010). Ms. Ryan's usage information is displayed in the following chart:

Read Date	Usage <sup>1</sup>
10/29/2010	52
09/28/2010	25
08/30/2010	30
07/29/2010	27
07/01/2010	35
06/01/2010	30
04/29/2010	31
03/30/2010	30
03/01/2010	35
01/27/2010	44
01/04/2010	27
11/30/2009	35
10/28/2009	27

As indicated by this data, Ms. Ryan's usage is typically between 2,500 to 3,500 gallons per billing period. Due to Ms. Ryan's recent high water usage the Company sent her a letter on

---

<sup>1</sup> Factor must be multiplied by 100 to obtain usage in gallons.

November 4, 2010, recommending the customer check for leaks and stating that the Company may be able to offer a one-time courtesy leak adjustment. A copy of the Company's letter is attached to this report as Attachment 1.

Staff discussed the billing information with Ms. Ryan via telephone on December 6, 2010. Staff explained to her the monthly customer charge, commodity rate and the types of investments and expenses a regulated company is generally allowed the opportunity to recover in rates.

In addition, Staff discussed the Company's November 4, 2010 letter with Ms. Ryan. Ms. Ryan stated that she had a plumber check for leaks and that the plumber found one toilet stool with a crack its base. This fixture was replaced. Ms. Ryan informed Staff that no other leaks were found. She also stated that she watered her flowers during the period in question as there has not been much rain recently.

### **CONCLUSION**

Staff believes the Company is billing the customer correctly and is providing a benefit to its customers by sending a notice regarding higher than normal water usage. Staff also believes following our December 6, 2010 discussion Ms. Ryan has a better understanding of the components of her bill and why she receives a bill every billing period.

# The Raytown Water Company

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133

Phone (816)356-0333 Fax (816)356-0331

November 4, 2010

DARLENE M RYAN

RAYTOWN, MO 64133-382206

RE:

Dear DARLENE M,

Our meter reader recently obtained the readings for your area for the upcoming normal billing. Based on that reading, your records indicate an increase in normal water usage.

Since the new bill appeared higher than normal, our field personnel were instructed to double check the meter reading. This was done and the usage was verified as higher than normal.

We recommend that you check for leaks by inspecting every water line and connection inside the house. Many people do not realize that a toilet can run and not be heard. Since this is the most common problem we see we do ask that you perform a dye test on every toilet. This is done by placing a few drops of food coloring (or any liquid with a dark color) in the water in the tank on the back of the toilet. Wait approximately 20 minutes and then look in the toilet bowl. If any colored water appears in the bowl, then rubber flapper in the bottom of the tank needs to be replaced as it is letting the water escape, which can increase your water usage significantly.

Should you find any problems then by providing us with a copy of repair receipts we may be able to grant a one-time courtesy leak adjustment to your account.

Please contact our office to let us know of your findings.

Sincerely,

Raytown Water Company

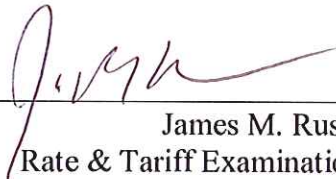
**BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION**  
**OF THE STATE OF MISSOURI**

**AFFIDAVIT OF JAMES M. RUSSO**

STATE OF MISSOURI    )  
                                  ) SS  
COUNTY OF COLE     )

CASE NO. WR-2010-0304

COMES NOW James M. Russo, being of lawful age, and on his oath states the following: (1) that he is the Rate and Tariff Examination Supervisor of the Missouri Public Service Commission's Water & Sewer Department; (2) that he participated in the Staff's investigation of the public comments made at the local public hearing held December 1, 2010; (3) that he was responsible for the preparation of the *Staff Report Regarding Investigation of Comments Made at Raytown Water Company Local Public Hearing (Staff Report)*; (4) that he has knowledge of the matters set forth in the *Staff Report*; and (5) that the matters set forth in the *Staff Report* are true and correct to the best of his knowledge, information and belief.



James M. Russo  
Rate & Tariff Examination Supervisor  
Water and Sewer Department

Subscribed and sworn to before me this 6th day of December, 2010.

  
Notary Public

