

KMB Utility Corp.: Cape Rock Village - Cape Girardeau, MO

Informal Rate Case Filing of 8/15/2002

Commission File No. QW-2003-0009 & QS-2003-0010

Customer Complaints in response to Initial Notification dated 9/3/2002

Prepared by PSC staff: Steve Jungmeyer

Response letter dated 10/3/02 from PSC Staff mailed to the below addresses, except for the highlighted service complaints which were contacted personally by Staff. See Staff report on service complaints.

	Name Address	Date Recd.	Mode of Contact	Contact Directed to:			Complaint Summary
				PSC	OPC	BOTH	
1	Karen Weaver ?	9/10/2002	Letter			X	Sewer odors
2	Ursula Wadley 2433 Singing Hills Cape Girardeau, MO 63701 573-651-9020	9/12/2002	Phone	X			Sewer odors mainly in evenings, will this be corrected with increase
3	Phil Denson 2541 Hilltop Ln. Cape Girardeau, MO 63701 573-334-6936	9/17/2002	Letter			X	Sewer odor Poor company contact
4	Juanite Brown ?	16-Sep	Letter		X		Sewer odors
5	James Hogue 3024 State Hwy 177 Cape Girardeau, MO 63701 573-334-3080	10/25/2002	Letter	X			Billing problem Note: Complaint has been resolved

KMB

(1)

Missouri Public Service Commission
Water and Sewer Department

This is Mrs. Danny Weaver, I live in Cape County and I cannot believe they are trying to increase our bill. The sewer stinks so bad at night we cannot even stand to go outside, I like walking in the afternoon, but I can no longer enjoy this due to the smell. It is so bad you can smell it inside the house. It makes you sick to your stomach to smell it. It is embarrassing and I won't have any company over. It makes me feel like we live in a slum area. We just built a new deck on our house and we cannot go outside and enjoy it due to the horrible smell. I think it is a health hazard and several people out here agree and we are thinking of calling the health department. I have already talked to them once. The sewer stays green and stagnated, and we have the west Nile disease going around here in Cape and the mosquitoes harbor around stagnated water. I have two kids and I won't let them out at night because of the fear of this disease, due to the sewer water out back. My kids both have asthma and the smell is bad for them and I also have asthma and it is unbearable at night out here. You need to come down here and smell it your self. The Sewer Company does not do their job, I called and they said it was the humidity. Well for several days the humidity was not up at all and it still was smelling. If any one comes by our house unexpected they all ask what is that smell. And they complain and ask us how we can stand to live out here. This is a nice neighborhood and we like it out here, but the smell is degrading. I do not want an increase in the bill and I do want something done about the smell.

Thank You
Karen Weaver

Cape Rock

Missouri Public Service Commission**Public Comments**

Utility Type	Sewer
Utility Company	KMB Utility Corporation
First Name	Ursulla
Middle Initial	N/A
Last Name	Wadley
Street Address	62533 Singing Hills
Mailing Address	N/A
City	Cape Girardeau
State	MO
County	Cape Girardeau
Phone No.	573-651-9020 Ext -
Email	N/A
Case No.	N/A
Public Comments Description	9/12/02 (QS-2003-0009)/terrible odor mainly in evenings,coming from lagoons on other side of subdivision/will this be repaired with the increase?/is this odor normal?/would like someone from PSC to call her back.
Date Filed	09/12/2002 8:32:35 AM

Jungmeyer, Steve

From: Hubbs, Randy
Sent: Wednesday, September 18, 2002 11:32 AM
To: Jungmeyer, Steve
Subject: FW: Re: Ursulla Wadley: 573-651-9020

Steve,
Another KMB contact,
Thanks,
Randy

Cafe Rock - Cape Gir.

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

From: Johansen, Dale
Sent: Thursday, September 12, 2002 8:53 AM
To: Barr, Cecilia
Cc: Hubbs, Randy
Subject: RE: Re: Ursulla Wadley: 573-651-9020

I called 9/18/02

Your entry of this in the public comments form is fine. We follow up on all of those just like we do letters, particularly if it is a service related problem. dale j

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

From: Barr, Cecilia
Sent: Thursday, September 12, 2002 8:34 AM
To: Johansen, Dale
Subject: Re: Ursulla Wadley: 573-651-9020

*2533 Surging Hill
Cape Gir. 63701*

This lady called about the KMB sewer increase
...noted terrible smell *in evening*
...wanted someone from PSC to call her.

My question:
I put that in the comments...
do I also need to advise you by e-mail
when a caller wants to be contacted?

Please advise.

Thanks!

Cecilia Barr
Consumer Services Specialist
Missouri Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, MO. 65102
Phone: 573-526-6281

FILE COPY

September 17, 2002

Office of the Public Counsel
Attn: Ruth O'Neill
PO Box 360
Jefferson City, MO 65102

Dear Commission:

We are writing in response to KMB Utility's request for a rate increase. We feel that this increase in unwarranted and KMB needs to take steps to drastically improve service in our subdivision.

Our home at 2541 Hilltop Lane is located at the top of Hilltop, directly in front of the utility's sewer ponds, but several hundred yards above them and the smell is obnoxious. It was not like this when we bought our home in 1994. It has steadily grown worse over the last 8 years and we are not able to enjoy being outside or entertain company on our deck we added 2 years ago. We are responsible homeowners that pay our bills on time and have invested a great deal of time and money in our property. The lack of sewer upkeep is hurting property values on our street.

The smell emanating from the ponds has become overwhelming and the mosquito population is incredible. The ponds are repeatedly green and stagnant and the aeration systems seldom run. We have serious concerns about sanitation and now, West Nile Disease. We have made repeated calls in the past to KMB regarding both the smell and the mosquitoes and never once received a call back or even been able to reach a human being to discuss our concerns.

After their last rate hike, service problems have increased, not decreased. We feel that KMB is not committed to servicing our area and is only interested in making a profit from a subdivision that at this point has no other option for sewage service. It will be a blessing when our area is fully annexed by the City of Cape and we have sewer and customer service available to us.

Even if the company were to provide adequate service, a 16.7% rate increase is incredulous. We ask that you deny KMB's request for a rate increase and ask that they address customer sanitation and service concerns in our subdivision.

Sincerely,



Phil & Donna Denson
2541 Hilltop Lane
Cape Girardeau, MO 63701
(573)334-6936
thedensons@ldd.net

SEP 18 2002



John B. Coffman
Acting Public Counsel

State of Missouri

Bob Holden
Governor

Office of the Public Counsel
Governor Office Building
200 Madison, Suite 650
P.O. Box 7800
Jefferson City, Missouri 65102

Telephone: 573-751-4857
Facsimile: 573-751-5562
Web: <http://www.mo-opc.org>
Relay Missouri
1-800-735-2966 TDD
1-800-735-2466 Voice

September 24, 2002

Phil & Donna Denson
2541 Hilltop Lane
Cape Girardeau MO 63701

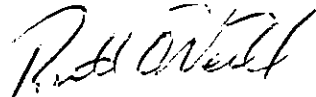
Dear Phil & Donna Denson:

Thank you for your letter regarding the proposed rate increase for KMB Utilities. The letter you received was sent to let you know how much of a rate increase KMB would like the Missouri Public Service Commission to approve for them. However, we are at the beginning of an auditing process which will hopefully result in providing the Commission with information about how much of a rate increase, if any, KMB actually needs in order to continue to provide you with water service. This includes reviewing all improvements the company has made which may not yet be included in rates, and discovering whether any of the company's costs for doing business have increased.

The auditing process takes several months to complete. All of the company's records concerning its expenses and its income will be reviewed to determine whether a rate increase would be appropriate. At the end of this process, if the auditors decide that a rate increase would be appropriate for the company, and they are recommending anything other than a very minimal increase, I will ask the company to inform you of that recommendation, and give you another chance to voice your opinion. Depending on interest and the amount of possible increase involved, I may ask the Commission to hold a public hearing in your area to allow more customers to voice their concerns. In the meantime, your rates will not increase.

As part of this process, it is important that we hear from you, the customer, especially about your concerns with the quality of service being provided. I have informed a Commission staff member about your problems with the service, and someone should be contacting you in the near future about your service issues. If you do not hear from anyone in the next month or so, please contact me again, and I will try to get someone to address your problem. Thank you for taking the time to let us know your opinion in this case.

Sincerely,


M. Ruth O'Neill
Assistant Public Counsel

MRO:jb

Sept 14

FILE COPY

My concern is the horrible smell from the Lagoon. We can't sit outside in eve or nite. If it rains we have the same in day time. I have told them w/ my payment but nothing happens. and why don't I get a senior discount? Hope you can solve this, but the new raise in Price won't do it, do you think?

Late payment cost 3.00 even for 1 day late why don't 10 days like other utilities do. The Lagoon is always green on top,

Sincerely
Juanita Brown.

SEP 16 2002



John B. Coffman
Acting Public Counsel

State of Missouri

Bob Holden
Governor

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Relay Missouri
1-800-735-2966 TDD
1-800-735-2466 Voice

September 24, 2002

Juanita Brown
1110 Breezie Lane
Cape Girardeau MO 63701-2004

Dear Juanita Brown:

Thank you for your letter regarding the proposed rate increase for KMB Utilities. The letter you received was sent to let you know how much of a rate increase KMB would like the Missouri Public Service Commission to approve for them. However, we are at the beginning of an auditing process which will hopefully result in providing the Commission with information about how much of a rate increase, if any, KMB actually needs in order to continue to provide you with water service. This includes reviewing all improvements the company has made which may not yet be included in rates, and discovering whether any of the company's costs for doing business have increased.

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Sincerely,

A handwritten signature in cursive script, appearing to read "M. Ruth O'Neill".

M. Ruth O'Neill
Assistant Public Counsel

MRO:jb



Hobbs Chapel United Methodist Church

Rev. James V. (Jim) Hogue, Ph.D. • Pastor
3024 State Highway 177 • Cape Girardeau, MO 63701

Called customer & company on 8/30 & 31/02
COMPLAINT IS RESOLVED. SJ

RECEIVED

OCT 25 2002

October 22, 2002

UTILITY OPERATIONS
DIVISION

Dale Johansen, Manager,
Water and Sewer Department
Public Utilities Commission
P. O. Box 360
Jefferson City, MO 65102

Dear Mr. Johansen:

I have had an ongoing conflict with KMB Utility Corporation regarding the account for the Hobbs Chapel parsonage, located at 1016 Shady Lane, Cape Girardeau. In approximately March we discovered the past due on the account and began to request information from KMB regarding dates of service which were past due. It was not until August 26, when I contacted someone with your department, that KMB responded to my requests. I am enclosing the two most recent letters I have sent to KMB regarding this problem. I believe that, at this time, I have paid off all previous balances and am actually ahead. However, KMB's apparent refusal to supply me with a receipt gives me cause for concern, in light of their past failure to respond to requests. I would like to go on record with your department as to the questionable accounting, as I have experienced it, within this corporation. I would also like you to maintain a copy of this correspondence for your records should such failure on KMB's part be evident in the future regarding this or any other account.

Thank you,


James V. Hogue

jh
encl.

Attachment 9-11



Hobbs Chapel United Methodist Church

Rev. James V. (Jim) Hogue, Ph.D. • Pastor
3024 State Highway 177 • Cape Girardeau, MO 63701

October 2, 2002

Vicki Amsden, Office Manager
KMB Utility Corporation
Cape Rock Village
5108 Dulin Creek Road
House Springs, MO 63501

Dear Ma'am:

Thank you for your letter of September 6. Unfortunately, as you have already found out, I had a deposit lost in the mail. I have been waiting to receive a receipt for another deposit, so that I will not have a repeat of the last check you received. Enclosed is a check for \$311.50. Also enclosed is a separate check for \$165.60 for the prior balance. I can only say that I wish you had provided this information in March when first requested, for we do not want this amount written off as a bad debt. Please provide me with a receipt or other documentation showing that all accounts are paid in full.

Thank you,

James V. Hogue
jh
encl.

Attachment 10-11



Hobbs Chapel United Methodist Church

Rev. James V. (Jim) Hogue, Ph.D. • Pastor
3024 State Highway 177 • Cape Girardeau, MO 63701

October 22, 2002

Vicki Amsden, Office Manager
KMB Utility Corporation
Cape Rock Village
5108 Dulin Creek Road
House Springs, MO 63501

Dear Ma'am:

I requested, in a letter dated October 2, 2002, that you provide a receipt for payment enclosed in that letter. I am wondering if you received the letter. You have not responded. I do require a receipt for that payment and still await it. Please enclose a receipt for the payment enclosed with this letter, of \$50.00. I have not received a bill and honestly wonder if you intend to send one. I have the impression that your records are not very complete and I realize that you seem reluctant to respond to my requests, so I am enclosing a copy of the letter from October 2 and will be forwarding that letter and this one to the Public Utilities Commission.

Thank you,

James V. Hogue
jh
encl.

Attachment 11-11