

Missouri Public Service Commission
Public Comments Report
Terre Du Lac Utilities
WR-2009-0218

Unique Comments **40**
Duplicate Comments **7**
Total Comments Received **47**

Staff Codes: JMR James Russo
 MH Martin Hummel
 DDW Derl Warren

Date : 1/26/2009

Item	First Name	Last Name	City	State	Public Comments	Office	Staff	Resolution
P200900412	lawrence	abram	bonne terre	MO	I do not feel there should be a rate increase for TDL Utilities at this time. At the crisis meeting during our weeks long water outages, he admitted at that time that A: Did not have a backup pump and was purchasing hard to find outdated pumps B: Did not train his crew on emergency procedures C: Had a history of ignoring past complaints. D: Left TDL to go home and party assuming crisis over E: No reliable contact in case of emergencies. (Usually get recording or no answer)	PSC	JMR	Letter mailed January 7, 2009.
P200900411	lawrence	abram	bonne terre	MO	I do not feel that TDL utilities should receive an increase at this time. I see no evidence , that , the owner who failed to check alarms, had no back-up pump, failed to train his crew as to emergency operations and admittedly went home and got drunk assuming the problems were solved, has done anything different to avoid these problems again.	PSC	JMR	Letter mailed January 7, 2009.
P200900488	George	Carr	Bonne Terre	MO	While I do believe TDL Utilities is deserving of a rate increase to meet additional operating expenses, the example figures sent out in their mailing actually comes out to be an increase of 61% based upon 6000 gal/month of water usage and the related sewer charge. This is definitely an excessive additional cost and I believe completely unwarranted. About 1/2 of this amount would be more reasonable.	PSC	JMR	Letter mailed January 8, 2009.

P200900432	Michael	Cook	Bonne Terre	MO	Poor managment is not a reason to increase cost. Numerous Boil orders and failure to hire knowledgable personnel are the reasons noted among residents for this increase. Outdated equipment has not been addressed by current owner, and failure to repair equipment in a timely manner is the norm. I would only cuncur with this request upon successful water samples during the next 4 quarters. This increase is not warranted and should not be approved. This company does NOT meet the needs of the TDL.	PSC	JMR	Letter mailed January 7, 2009.
P200900404	Chuck	Dorsey	Bonne Terre	MO	The water is high enough here. I dont think my rates should be raised because of inadequate money management buy Mike Tilley`s office should warrent the rate increase.	PSC	JMR	Letter mailed January 7, 2009.
P200900413	allen	fecht	bonne terre	MO	tdl utilities has submitted a rate change that has not provided it`s customers quality service in the past.it`s capacity is for about 6000 customers and is servicing only about 2500 homes.tdl utilities has not shown to me any ambition for improving it`s water quality in the past. i cannot agree with an increase of this size to be warranted. thank you, allen d fecht	PSC	JMR	Letter mailed January 7, 2009.
P200900484	Robert	Groszewski	Terre Du Lac	MO	I believe the current rate structure is unfair to the majority and benefits a small minority. A great number of homes that are required to use TDL utilities are weekend residences for families and semi-retired owners, by the very nature of the current economy under financial strain. The current minimum water charge of 5,000 gallons subsidizes the minority of residents that live at TDL full time. The very nature of local residents against welfare is inherently against this official subsidy.	PSC	JMR	Letter mailed January 7, 2009.
P200900462	Mike	Herzog	Bonne Terre	MO	I am strongly opposed to Terre Du Lac`s (TDL`s) proposal to increase our water/sewer bill. I have only lived in TDL for less than 1 year and our water has been out at least 4 times. And it isn`t just off for a few hours, it`s off for a few days at a time! I hear TDL needs a new pump, but the owner of TDL is too cheap to upgrade it! Also, the quality of the water is horrible. There is white limescale build-up on all our faucets, & they`re less than 2 yrs old!	PSC	JMR	Letter mailed January 7, 2009.

P200900552	Nancy	Hudson	Bonne Terre	MO	WR-2009-0218---We recieved a notice 12-29-08, for a rate increase. My vote is NO, For a whole month last year, I went without a drop of water. My family had to drive to my mothers house 20 miles away for a shower everyday (it was in the summer). After getting up a 2am to be at work at 4am, I had to drive back to town to do laundry. I still recieved a monthly bill. Nothing was every said about the extra gas, drinking water, carrying water. I had to rent a hall for grad. party-	PSC	JMR	Letter mailed January 26,2009.
P200900522	Corey	Hulsey	Bonne Terre	MO	TDL has major water and sewer problems. We have been under boil water orders numerous times, for days and weeks at a time. Often we are not aware of the order unless we read the sign at the entrance to TDL, which many times we do not drive by the signs. The sewer system has failed at our home many times and had to be repaired (only by TDL!) which has cost a lot of money. Increasing our bills would be an outrage!	PSC	MH	Staff has attempted to contact the customer by e-mail and by leaving a message on their telephone. In addition, Staff stopped by the residence on 2/25 during Staff's site visit to the Company.
P200900524	jeanne	imboden	bonne terre	MO	This company takes meter readings every 3 months and sends bills without return envelopes. My water consumption never even meets the base level, so they make profit on me every month of every year as it is! They only have quarterly costs for meter reading and their customers have to buy their own envelopes to pay them. The cost of water has not gone up and I cannot see any reason why customers should be hit with an increase in cost when the economy is crashing.	PSC	JMR	Letter mailed January 22, 2009.
P200900523	jeanne	imboden	bonne terre	MO	This company takes meter readings every 3 months and sends bills without return envelopes. My water consumption never even meets the base level, so they make profit on me every month of every year as it is! They only have quarterly costs for meter reading and their customers have to buy their own envelopes to pay them. The cost of water has not gone up and I cannot see any reason why customers should be hit with an increase in cost when the economy is crashing.	PSC	JMR	Letter mailed January 22, 2009.

P200900470	Ann	Jarvis	Bonne Terre	MO	I do not feel that we should pay anything higher than what we do. We still have to pay for all the service on the pump. They charge you to repair you sewer pump and then charge to for using it. I feel this is not right since this system is so old. Half the time it never works then you end up having to pay an out rages bill. Then you still have problems	PSC	JMR	Letter mailed January 7, 2009.
P200900474	Ann	Jarvis	Bonne Terre	MO	I do not want to pay more for water than not using it. I have had my water turnered off since Sept. I am still paying for it. I have an outstanding bill for service I am not using. I do not want them to put me more in debit than I am. I am sure they are making more money off of everyone that don`t have service. Why does the government let people do this. That is why we can`t afford to have our billed raised. I am not rich. They don`t provide the service that you should get. Please check into it.	PSC	JMR	Letter mailed January 7, 2009.
P200900469	Ann	Jarvis	Bonne Terre	MO	I do not feel that the water should be raised. You are paying for a service that is not reliable. I feel that we have so many problems with our water system. I don`t even feel like it is safe to drink our water. Before moving here I was never sick. Since moving here I have had many health problems. Even icluding a very serious disease. I feel they recieve enough money for the service that we get. They are making money off of people that don`t even have service. Which I feel is not right by law.	PSC	JMR	Letter mailed January 7, 2009.
P200900550	DAVID	Lewis	Bonne Terre	MO	I believe the running of the system should be audited before any increase in payment a14% increase in water and a 61% in sewer is way out of line. because he informed all tdl members in a town hall meeting that the system in service could handle 3000 homes and we only have apx 1500 in are area,	PSC	JMR	Letter mailed January 26,2009.

P200900564	Michael	Lute	Bonne Terre	MO	I am writing this letter because I feel it is completely ridiculous that Terre Du Lac Utilities Corp. is asking for the residents of our community to pay a 61% rate increase for their sewer service, and a 14% increase for their water service. In a time when the economy is in a downward spiral, and many families such as ours are barely making ends meet as it is, a rate increase like this is unacceptable. *Please read attached document*	PSC	JMR	Replied via e-mail January 29, 2009.
P200900565	Michael	Lute	Bonne Terre	MO	I am writing this letter because I feel it is completely ridiculous that Terre Du Lac Utilities Corp. is asking for the residents of our community to pay a 61% rate increase for their sewer service, and a 14% increase for their water service. *Please see attached document*	PSC	JMR	Replied via e-mail January 29, 2009.
P200900530	Bob	Mason	Bonne Terre	MO	I am opposed to any increases in or bills. Last year I took pictures of the sewer over flowing into our lake. These pictures were given to a board member, and later that day I called the PSC, and Mr. Tilley showed up at my home within 3 hrs. of the pictures being shown to the board member. While here Mr. Tilley made promises to take care of the sewer water over flowing into the lake, as well as my concerns about the numerous sewer covers that have been knocked off a year has passed nothing has been done!	PSC	JMR	Letter mailed January 26, 2009.
P200900560	Georgiann	Moon	Bonne Terre	MO	See Attachment	PSC	JMR	Letter mailed February 2, 2009.
P200900458	elizabeth	rawson	bonne terre	MO	i do not mind paying the small increase on the water bill but the sewer charge is ridiculous. the sewer charge is already double the water usage charge. i don't understand how you can waste more than you use and double the charge. i don't agree with this. thank you.	PSC	JMR	Letter mailed January 7, 2009.
P200900478	Milton	Reinert	Florissant	MO	My sewer service is at 1570 Marseille in Terre Du Lac. The company is seeking a 25% (\$61,000) increase in sewer operating revenues, yet my proposed sewer rate increase is 61% (\$9.66 increase from \$15.83 to \$25.49). This is not an appropriate sharing of the increase burden. The increase (if needed) should be 25% on all.	PSC	JMR	Letter mailed January 7, 2009.

P200900487	Janice	Schmidt	Bonne Terre	MO	The letter of Initial customer notice states it is seeking a 25% increase for sewer chgs.yet the increase of of \$9.66 is a 61% increase for my sewer charge, that is excessive. For my bill to be a 25% increase the difference would be \$3.21 rate change. With the use of aerators no solid waste enters the system. I object to the monopoly on aerator repair. Only TDL can repair them. They charge what they want. Maybe we can get it done cheaper with a plumber in the area. This monopoly needs changed.	PSC	JMR	Letter mailed January 8, 2009.
P200900495	Roger	Stephan	Bonne Terre	MO	TDL Utilities are requesting a rate increase, which is probably needed. But there should be some conditions attached, one being a more efficient water pressure monitoring system. 3 to 5 times each weekend (usually holiday) during the summer we we run COMPLETELY out of water. 2 years ago on Friday of 4th of July we ran out water and it was not turned on until the following Monday. This has been going on for many years only more in the last few years. They`re not keeping up with the populat	PSC	JMR	Letter mailed January 8, 2009.
P200900409	Mark	Stewart	Bonne Terre	MO	(cld) The pumps have gone down around the 4th of July and we are out of water. There is always rust in the water. The water pressure is always down. The owner said he only bought the water company to get money from the people. He just does not care. I just wish wish we had better service.	PSC	JMR	Letter mailed January 7, 2009.
P200900516	Lewis	Stuckey	Bonne Terre	MO	(ddw)Customer opposed - customer wants additional info on the audit to see what improvements would be made with the increase in revenue/ customer does not beleive that this utility needs this increase/	PSC	DDW	Discussed over telephone January 15, 2009.
P200900576	Tracy	Thomas	Bonne Terre	MO	My husband an d I object to the 61% increase in water and sewer. We feel such a large increase will cause a financial hardship on many residents in Terre Du Lac. With the economy in the shape that it is, many people find it hard to make mortgage payments and buy the basic necessities. Several residents of TDL are retired and on a fixed income. Others such as my husband and I work at jobs that are capped in pay for at least 5 more years. TDL already collects dues which have increased at an a	PSC	JMR	Letter mailed February 2, 2009.

P200900577	Tracy	Thomas	Bonne Terre	MO	My husband and I object to the 61% increase in water and sewer. We feel such a large increase will cause a financial hardship on many residents in Terre Du Lac. With the economy in the shape that it is, many people find it hard to make mortgage payments and buy the basic necessities. Several residents of TDL are retired and on a fixed income. Others such as my husband and I work at jobs that are capped in pay for at least 5 more years. TDL already collects dues which have increased at an a	PSC	JMR	Letter mailed February 2, 2009.
P200900557	Dorothy	White	Bonne Terre	MO	(cld) I can understand a raise. But I don't understand why such a large sewer rate. The water rate increase I don't care for because our water pressure is not good. I have to flush the toilet twice sometimes three times just to get a couple pieces of toilet paper down. I don't think this is fare that I have to use more water to flush and then have to pay more for it.	PSC	CLD	Discussed over telephone January 26, 2009.
Letter		Anonymous			See attached.	PSC	JMR	Unable to contact.
E-mail	Rick & Paula	Barnes	Bonne Terre	MO	See attached.	PSC	JMR	Replied via e-mail January 26, 2009.
Letter	N.	Beulick	St. Louis	MO	See attached.	PSC	JMR	Letter mailed January 7, 2009.
Letter	Dale & Charma	Davidson	Bonne Terre	MO	See attached.	PSC	MH	Discussed over the telephone on February 10, 2009.
Letter	Scott	Fyffe	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed February 2, 2009.
Letter	Ora Dale	Geren	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed January 7, 2009.
Letter	David & Charlene	Hagerty	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed February 2, 2009.
Letter	Joe	Hebron	Bonne Terre	MO	See attached.	PSC	MH	Letter mailed January 27, 2009.
Letter	Susan	Lawrence	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed January 15, 2009.
Letter	Ronnie & Barbara	Lute	Bonne Terre	MO	See attached.	PSC	MH	Discussed over the telephone on January 27, 2009.
Letter	Ronnie & Barbara	Lute	Bonne Terre	MO	See attached.	PSC	MH	Discussed over the telephone on January 27, 2009.
Letter	Lena A.	Lute	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed January 7, 2009.
Letter	Lena A.	Lute	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed January 7, 2009.
E-mail	Michael	Lute			See attached.	PSC	JMR	Replied via e-mail January 29, 2009.
Letter	Robert D.	Rackets	Carterville	IL	See attached.	PSC	MH	Letter mailed February 10, 2009.
Letter	Paul	Schroer	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed January 7, 2009.
Letter	Gina	Stocker	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed January 7, 2009.
Letter	Bob	Westmoreland	Bonne Terre	MO	See attached.	PSC	JMR	Letter mailed February 2, 2009.

Jan 24, 2009

Public Service Commission
Attn: Water Sewer Department
PO Box 360
Jefferson City, Mo 65102
and
Office of the Public Counsel
Attn: Water Sewer Department
PO Box 2230
Jefferson City, Mo 65102
Case Numbers SR-2009-0219 and WR-2009-0218

RECEIVED

JAN 27 2009

UTILITY OPERATIONS
DIVISION

This letter is with regards to the raise in rates of the Terre du Lac Utilities Corporation. While a raise in rates may be warranted, I believe this increase is definitely out of line in the amount.

Many citizens of TDL are retirees, living on Social Security, and many are new families with children, some have lost their jobs, this would cause a real hardship for many of our citizens.

When something has gone wrong with the water safety, we are notified with a community sign only. The sign is not placed where all citizens can see it. The last time we had a boil water order, we did not even know it until it was all over.

In the summer, many of us have had low water pressure in the afternoons and evenings, where water is practically gone for several hours. This has gone on for years.

We have had a health report of radon or radium in our water, I'm not sure which. I don't know what has been done about that.

The former owner of the Water Company, Mr. Kwon, was in major trouble with the way he was taking care of the Utilities. When he got out of that by selling the company to Francis Tilley who was an employee of his, it was thought by many of the people that this was just a front, and that Mr. Kwon still is very involved in the company. No one knows for sure.

I hesitate to sign this letter as I'm not sure if it is confidential.

Citizen of TDL since 1982 - First lot bought in 1969.

Mr. Tilley happens to be on our Association Board of Directors, as is Mr. Kwon. This is definitely a conflict of interest, as he can vote for measures that benefits his company. Since Terre du Lac is a private community, they can get by with it.

The wife of the President of the association is employed in the association office.

Another member of the association owns a gardening & deli business in TDL.

They can all support each other in their voting.

Mr. Kwon claims to be the Developer of TDL, but he never did develop anything. He bought it out of Bankruptcy. He still has a business selling lots in TDL.

Any buying and selling of homes or any other property in TDL has to be approved by Kwon.

Lot of monkey business going on.

Russo, Jim

From: RICK BARNES [rpb73@yahoo.com]
Sent: Friday, January 23, 2009 5:04 PM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: Re: SR-2009-2019 and WR-2009-2018

To whom it may concern:

I am writing concerning the effort by the Terre du Lac Utilities Corp. to raise rates for water and sewer usage. I am most definitely AGAINST this. A large portion of the residents are on fixed incomes, and this proposed rate increase (14%/water and 61%/sewer) is entirely too much. We have only lived here for 1-1/2 years, but have had numerous water outages. Last summer, our water was completely out for several days, and would have been longer if I hadn't found the source of the problem myself. They were blaming the outage on a bad pump. I inadvertently saw a small river of water running down the side of a gravel street then into the woods. I reported it to the city police, and later that day, the leak was fixed. The workers told me that it was leaking hundreds of gallons/minute. As soon as the leak was fixed, the water was back on. Seems to me that in time of trouble like this, they could have seen this themselves before 3 or 4 days !!! Anyway, this proposed increase is ridiculous. A small amount of increase may be justified, but not this.

Rick and Paula Barnes
574 St. Francois Rd.
Bonne Terre, MO 63628
(Terre du Lac)

1/26/2009

Date
O

January 21, 2009

RECEIVED

JAN 05 2009

To

Public Service Commission

ATTN: Water/Sewer Dept

P.O. Box 360

UTILITY OPERATIONS
DIVISION

Jefferson City, Mo 65102

Re

SZ-2009-219

WZ-2009-218

O
The purpose for this letter is to
complain about raw sewage directly
entering Lake Carmel. This is a
gravity fed system that is broken
in one or more locations and has
been in service for at least thirty
years. Evidence of the sewage is
soap suds appearing on a regular
basis, in large quantities, probably
on laundry days.

These approved rates should provide
for maintenance, repair and replacements.

O
Thank you for your consideration

Michael Tully

A Terre Du Lac Resident

cc/ Terre Du Lac Assn

ATTN: Michael Tully

January 6, 2009

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

Ref: Case # SR-2009-0219
WR-2009-0218

We are writing in regard to an INITIAL CUSTOMER NOTICE we received last week from the TERRE DU LAC UTILITIES CORPORATION, INC.

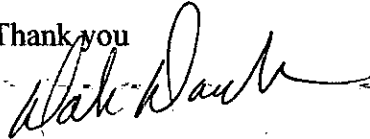
Being a home owner in Terre Du Lac we think it is very important to insure the continued service of our utilities. The problem with the increase is the lack of service provided by the utility company. On about the 10th of July 2008 the sewer main located behind our home began to over flow raw sewage out onto the ground. The following day the utility company was notified of the problem. It took three weeks for the problem to be corrected, and only after they were informed that the local health department was going to be notified. (Enclosed is a photo taken on 1st August 2008 at 11:55am) One month later the same problem occurred one access point up the line with a quicker response time, only one week to resolve.

As for the fresh water supply, the pressure is random during the summer months. If part of the community is out of water service, obtaining a usable amount of water is wishful thinking.

The increase of the sewer rate (over 50%) is a little on the high side even with the problems we have endured.

If the increase is granted there should be a detailed plan as to how and when the upgrades are preformed. The upgrades are needed. But if the track record of the current service is any indication of things to come, then no increase is needed.

Thank you



Dale & Charma Davidson
231 W Mont Carmel
Bonne Terre, MO 63628

RECEIVED

JAN 13 2009

UTILITY OPERATIONS
DIVISION



Photo taken at 1155am on 1 Aug 2008

Scott Fyffe
511 Rue Lamade
Bonne Terre, MO. 63628

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

Case numbers SR-2009-0219/WR-2009-0218

Dear Commission

Please accept this letter as my objection to the request by Terre Du Lac Utilities (TDL) to increase Water/sewer cost.

One of my concerns is a \$25.49 flat fee for sewers. Some of the homes in TDL are weekend second homes. These homes are vacant most of the year. I see this as a veiled attempt to make monies for work not performed. Plus it may cause many homes to become too expensive to keep. This will increase the number of homes on the market and drive down property values.

Why are these water/ sewer cost not based on usage? I am charged a minimum for my water/sewer usage. Now you want to increase charges 14% to 25%. I live on a fixed income and my increase was 6%. It is an undue burden to meet these increases.

More importantly these minimum charges do not promote water conservation. How does a 5000 gallon minimum produce water conservation?

This increase will put TDL charges at St. Louis county levels. The water I am supplied with contains heavy metal and other undesirable elements. Will I be paying a higher cost to redistribute these metals and contaminates to a different location? If I am not supplied with the same quality water as in a city; why do I have to pay the same cost?

Lastly with the economy down-turn, unemployment rising, this is bad time to increase cost. Perhaps the request could be tabled for 6-months, and I ask that rates should be based on quality not desire to make more money.

Sincerely



Scott Fyffe

RECEIVED

JAN 29 2009

UTILITY OPERATIONS
DIVISION

31 Dec. 2008

Public Service Commission
P. O. Box 360
Jefferson City , MO. 65102

Attn: Water/ Sewer Dept.

Subject: Case Numbers SR-2009-0219 and WR-2009-0218.

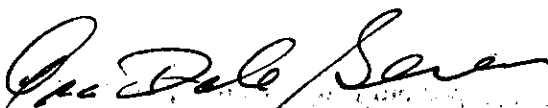
In regard to the subject request for increases in our water and sewer rates, I wish to go on record that I am not in favor of it. I recently had a sewer pump problem where the pump would not shut down. Or concern was that the pump would burn up and the repair cost would be higher than it should be.

The problem was first reported on 19 Dec. 2008 by a neighbor. The pump was pulled for repair on 22 Dec. after the neighbor and I both called the office. According to the office the pump was repaired and reinstalled on Dec. 24. On Dec. 26 the office was called again reporting that the pump was running continuously again. I placed a call to the emergency number and was told that a man would be out to look at it. On 31 Dec. 2008 I placed call to the office to report that the pump was still running and was informed that a man was on his way out to fix it. I asked the office that I wished to be informed as to what the problem was this time and what it took to fix it. I was informed that the float apparently came loose and had to readjusted.

When I get this type of service I don't think that I should pay more for more of the same. It took 3 trips and in the neighborhood of 7 telephone calls to get the problem fixed.

Thank you for the opportunity to express my opinion on this subject. If you have any questions or require additional information do not hesitate to contact me.

Respectfully,



Ora Dale Geren
1736 Napoleon Drive
Bonne Terre, MO 63628

RECEIVED

JAN 05 2009

UTILITY OPERATIONS
DIVISION

January 22, 2009

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

RECEIVED

JAN 27 2009

UTILITY OPERATIONS
DIVISION

Ref. Case # SR-2009-0219 and WR-2009-0218

To Whom It May Concern:

We received a notice (dated Dec. 29, 2008) from Terre Du Lac Utilities Corp. (Company) informing us that a request for increases in its annual water and sewer operating revenues has been submitted to you for consideration. IF, as stated in the notice, the reason for the increase is "to cover increases in expenses and/or investments in the company's facilities", we understand the request. (We realize that the costs of supplies, materials, and labor for making repairs and improvements are always increasing.) IF the utility company would use the revenue generated by this proposed increase to actually make the needed repairs and improvements, we might even agree to the increase in our rates.

Based on our past observations and experience with our utilities in the almost 10 years since we moved here, we cannot agree to an increase in funds paid to the utility company. In fact, we highly object. In the past, there have been numerous breaks in the water lines and mains that have gone unrepaired for months at a time despite the repeated pleas from the residents to the company to repair them. In the past 3 years, we have been without a drop of water to our homes for days at a time while at the same time, the water tower was overflowing! It was only after several residents made phone calls to your department and the media got involved that the repairs were finally made. Because of this experience, most of the residents keep several containers of water drawn and stored in case the water goes off and we need water to flush our toilets!

It is our opinion (which may or may not count for much) that the reason the utility company does not have sufficient operating revenue is because of poor management. Shortly after the present owner bought the company, the two men who had been with the company for almost twenty years, were no longer employed by the company and two inexperienced young men were hired (at minimum wage and no benefits). To our knowledge, they have not received very much, if any extensive training in order to make repairs. It could be that the present owner was ill-advised about the purchase of our antiquated systems without adequate funds needed the properly operate the company.

It is our understanding that presently there is a lawsuit filed by the former owner against the present owner which doesn't help us feel very secure about the future of our utilities. It is also rumored that the company is presently operating under a "temporary" license with a provision that the lagoons have the needed maintenance that they may need. For most of us who reside here, our homes are our biggest investments. We are concerned that the adverse publicity of our

frequent water outages, the condition of the lagoons, plus the lawsuits, could ultimately affect the value of our homes. We are also concerned should there be a "major" breakdown of our water and/or sewer systems, that the company would not have sufficient funds to fix the problems. We are also concerned that given the condition of our old, worn out systems and the added stress put on them by the additional homes being built each year, a major problem could develop with no money to cover the expenses for repairs. That could DEFINITELY decrease the market value and the sale of our home.

Unless your department/commission can have direct supervision and mandate how the revenue generated from the increases is spent AND assure the residents of Terre Du Lac that the money will be spent to make repairs, maintain and improve our utilities, we GREATLY OBJECT to this proposed increase in our rates. We are enclosing a copy of the initial notice and a card that we received from the utility company correcting part of the figures on the initial notice. (This correction was made after the error was called to the attention of the owner by some residents. Apparently, management cannot do math well either.)

We greatly appreciate your consideration of this matter and anxiously be waiting to learn of your decision.

Sincerely,
David and Charlene Hagerty
548 Champs Elysees TDL
Bonne Terre, Mo. 63628

cc: Office of the Public Counsel

INITIAL CUSTOMER NOTICE

December 29, 2008

Dear Customer:

On November 21, 2008, Terre Du Lac Utilities Corporation (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate increases in its annual water and sewer operating revenues of \$35,000 (approximately 14%) and \$61,000 (approximately 25%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase requests, or comments regarding recent service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (OPC) *within 30 days of the date of this notice*. Your comments should include a reference to case numbers SR-2009-0219 and/or WR-2009-0218. The Commission Staff and the OPC will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

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

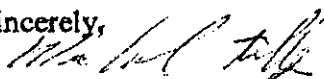
Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866-922-2959
Fax: 573-751-5562
E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website:

- (1) go to <http://www.psc.mo.gov>;
- (2) click on "EFIS / Case Filings" on the menu bar on the left side of the page;
- (3) on the next page, click on the "Public Comment" icon under Submit Public Comments; and
- (4) fill out and submit the Public Comments form, including one of the case numbers shown above. (To submit comments for both cases, the process must be repeated for each case number.)

If you have any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at (573) 358-3376

Sincerely,


President

Type of Charge	Current Rates	Proposed Rates	Amount of Rate Change
Monthly Minimum Water Charge (includes 5,000 gallons)	\$ 8.12	\$ 9.26	\$1.14
Usage Over 5,000 gallons (per 1,000 gallons)	\$ 2.35	\$ 2.68	\$0.33
Total Monthly Water Bill (at 6,000 gallons usage)	\$10.47	\$11.94	\$1.47
Total Sewer Bill	\$15.83	\$25.49	\$9.66

Terre Du Lac Utilities
1628 S. St. Francois Rd.
Bonne Terre, MO 63628
573-358-3376

Statement Date 1/14/09 Meter Read 12/19/08

TYPE OF SERVICE	METER READINGS		USED	CHARGES
	CURRENT	PREVIOUS		

Rate Case Notice

This is to inform you that the % amount listed in the 2nd paragraph of the initial notice for the sewer increase was incorrectly listed as 25%. The correct % should have been 61%. The requested dollar increase (\$61,000) & the proposed rate (\$25.49) listed on the notice are correct.

Service ID# 07031A

Credit Balance DO NOT PAY 0.00

FIRST CLASS MAIL
U.S. POSTAGE
PAID
BONNE TERRE, MO
63628
PERMIT NO. 3

RETURN THIS STUB WITH PAYMENT

Now DUE: \$0.00

S/A 548 Champs Elysees 1D14

Service ID# 07031A
John & Charlene Hagerty
548 Champs Elysees

Bonne Terre MO 63628



January 4, 2009

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

Ref: Case # SR-2009-0219
WR-2009-0218

I am writing in regard to a INITIAL CUSTOMER NOTICE I received last week from the
TERRE DU LAC UTILITIES CORPORATION, INC.

As a homeowner in Terre Du Lac I think it is very important to insure the continued service of this utility. However, I have some major concerns about the use of this increase. Around the 4th of July in 2007 when we all had company we lost our water for a little over 4 days. We also had several water outages during the same year. This year and last year there were many days when one of the water towers was overflowing and many, many gallons of water was going to waste. There are many water leaks through out Terre Du Lac, I realize this is an old system and is in need of major effort to maintain it.

I have not seen any major effort on the superstructure of the system, either the water or the sewer system. It would be of interest to see the commission's inspections of the lagoons here at Terre Du Lac and what effort has been expended maintaining them.

Terre Du Lac is a growing residential area and I am not aware of any effort by the utilities to upgrade the system. If the commission has meetings on this increase please have the utility company bring there 3, 5, and 10 year plan so we can review them.

I also think it is of interest that the utility only has two labor type employees other than the owner of the company.

As I said in the beginning I can go along with the water increase, however I have a real problem with the sewer amount. In my calculation this request is for a 61% increase and I don't think this can be justified.

This utility is our only source of water and sewer, therefore has a very important role in the value of our homes and living standard. When we lose water for several days at a time it creates a real hardship and when it makes the St Louis news it hurts our home values.

Thanks



Joe Hebron
431 Darcie Drive
Bonne Terre, MO 63628

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JAN 09 2009

UTILITY OPERATIONS
DIVISION

Susan Lawrence
229 Rue Marseilles
Bonne Terre MO 63628

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

Dear Sir:

I am writing in regards to the resent request for a rate increase for Terre Due Lac Utilities Corporation. I am totally against this increasē! Bēcause Mr. Tilley has nō idea how to run a company. What someone needs to do is a full audit on Terre Due Lac Utilities, to find out where the money is going. There is no allocation in the revenue that is coming in, it is just spent, such as new trucks for him

I have never seen a more incompetent individual than Mr. Tilley. He needs to be shown how to do a job, in a timely manner, without lying about it, or entirely ignoring it, sometimes for years on end. As he did to me.

Again, I am against the rate increase.

Respectfully,



Susan Lawrence

RECEIVED

JAN 13 2009

UTILITY OPERATIONS
DIVISION

Public Water Service Commission

Dear Sir,

I oppose this rate hike it is way too extensive, I am a senior citizen on a fixed income, "a widow" & no matter how much I budget or try to cut down it doesn't work, they just keep raising it. The rate hike for the sewer dept. is almost double, I propose they do some cutting down also.

Sincerely

Jana A. Fyta

RECEIVED

JAN 05 2009

UTILITY OPERATIONS
DIVISION

A note from...

Mrs Lena A Lute

Public Service Com.

I have already
sent in my opposition
to the new proposal
to raise our water &
sewer bills but I
forgot to put the
Case no on it. The
Case no is

SR2009-0219. This
bill is way too
expensive, that would
almost double our
sewer bills. I am
a senior citizen
on a fixed income
also a widow.
no matter how much



A note from...

Mrs Lena A Lute

it would try to cut
down, it would not
help. because this
is the minimum.
Please stop this
raise.

Thank you.

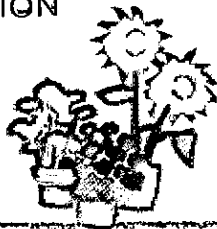
Sincerely,

Lena A. Lute

RECEIVED

JAN 06 2009

UTILITY OPERATIONS
DIVISION



Russo, Jim

From: Mike Lute [misterloot@gmail.com]
Sent: Tuesday, January 27, 2009 2:52 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: Complaint regarding Terre Du Lac Corporation rate increase

This Letter is referring to case numbers:
SR-2009-0219
WR-2009-0218

I am writing this letter because I feel it is completely ridiculous that Terre Du Lac Utilities Corp. is asking for the residents of our community to pay a 61% rate increase for their sewer service, and a 14% increase for their water service. In a time when the economy is in a downward spiral, and many families such as ours are barely making ends meet as it is, a rate increase like this is unacceptable. I don't feel it's the homeowners' responsibility to foot the bill for the poor investment choices of a corporation. I feel it is unfair to ask us to pay for an increase in the TDL Corporation's expenses in a time like this. If TDL had to buy a pump that is not my fault. If I were a landlord and the house my tenants rented needed a water heater replaced the landlord doesn't raise the rent that month to pay for the water heater. If I lost a ton of money last summer in the stock market crash it's not my parents' responsibility to bail me out. It's my own problem. These may not be the best examples but I'm sure you see where I'm coming from. For Terre Du Lac Utilities Corp. to ask for a 61% and 14% increase is just absurd. That's more than double my current bill. I think it's time for TDL Corp. to take responsibility for their own actions and stop asking for such outlandish rate hikes. Thank you for your time and I ask that you please take this complaint into consideration.

Sincerely,
Michael Lute

1/29/2009

To Commission Staff, Case number 5 JAN. 4, 09

SR-2009-0219 and WR-2009-0218

This letter is in regard to the Terre Du Lac Utilities Corporation who submitted a request for increases in its annual water and sewer operating revenue's, by a combined amount of 39%. This amount is way out of line, it's just too much to ask of the residents here, who's service from them in the past, well, let's say it's a bad memory. We would wake up to find out we had no water, many's a time, with out any warning or notice. Some time's for days.

It was so bad at the meetings held about it, the people were irate. There were so many people at the meeting that you couldn't even get them all into the meeting, or building. I just know that we have had many problems with them in the past, and had to call Jefferson city, to try to get something rectified. It come down to them bringing in out-side help, and a new pump, but I believe they are negligent in their upkeep of equipment here. I can see a smaller increase

but a 39% combined is just too much. There is a lot of people here that are on a fixed income, trying hard to

OVER

make ends meet, and we are one of those, They want us to pay for their past mistakes, in keeping up with their job. (We had to have a tree cut, and the man broke his saw, but that wasn't our fault, he didn't expect us to pay for his mistake.)

The times are hard right now, for people, and every way you seem to turn, it's just more money for some thing, so I just ask that you keep this in mind when you make your decision on this increase.

Thank you very much.

RECEIVED

JAN 08 2009

UTILITY OPERATIONS
DIVISION

phone 573-358-3747

{ Ronnie Lute ^{SR}, Barbara Lute
422 Rue Moushay (Terre Du Lac)
Bonne Terre, Mo. 63628

case numbers SR-2009-0219

1-20-09

WR-2009-0218

To Public Service Commission,

This is from Ronnie and Barbara Lute, we have already written to you a few weeks ago, and you have our full account of the problem here in Terre Du Lac, Utilities request for increases in water and sewer operating expenses. Well, as if that wasn't bad enough, the ^{T.D.L.} utilities sent us out a card saying that they had made a mistake, and that instead of 25% on the sewer increase, it should have been 61%. The amount is just unbelievable, as I have told you before, we are on a fixed income, and really need you to help the people here. Our letter should be on file with you already, "Thank You",

Ronnie and Barbara Lute
422 Rue Monahan ^{T.D.L.}
Bonne Terre, Mo. 63628

RECEIVED

JAN 23 2009

UTILITY OPERATIONS
DIVISION

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

RECEIVED January 7, 2009

JAN 13 2009

UTILITY OPERATIONS
DIVISION

Dear Sir:

I am writing this letter in response to case number SR-2009-0219 and WR-2009-0218.

Currently, I am paying the minimum rate for water, \$8.12, and sewer, \$15.83, each month since I am only a part-time resident in Terre De Lac.

This combined total of \$23.95 for minimum usage is proposed to be increased to \$34.75 per month, an increase of better than 45 percent.

I realize that there are increasing costs to maintain and improve provided facilities, but this increase seems a bit excessive for services that have not always been provided in an efficient manner.

In 2007, there were periods where the water was shut off or the pressure was so low that cooking, bathing, and toilet flushing was not possible. I don't know of anyone who got credit for services not rendered during that period.

Also in 2007, I had a water leak problem in my sub-basement where I needed to have the water shut off at the meter. I called the

Emergency water around 6:30 AM. I finally got through to the person who was on emergency call, but he didn't turn my water off at the meter until around 7:45 - 8:00 AM when it was almost regular working hours. During this interval of time, I had more water damage in my sub-basement.

I made a complaint when I paid my utility bill, but I didn't get any credit for the water leak loss during the delayed appearance of the utility worker call.

I can see a possible need for an increase of maybe up to 20 percent. But to justify a 45 percent increase, the Du Lac utilities needs to really improve their emergency response time and to provide customers with a credit when the utility shuts off or cannot provide water pressure for a period of time that stretches into days.

I would appreciate your studying this proposed rate increase with great sensitivity, sending concerning services provided and the effect it will have on residents who are on fixed or have a low income.

January 7, 2009

Thank you for reviewing this case.

Sincerely,

Robert L. Bachtel, Ph.D.

P.O. Box 13

CARTERSVILLE, GA 30130

12/31/08

To whom it may concern:

I am writing in part due to a purposed rate increase for Terre Due Lac Utilities. The main reason is to express my unhappiness with the current ownership of the Utility. Since taking over service has gone down hill, systems have fallen into disrepair and breaks in service are common place. I personally have notified them by phone about a leak in their water main near my house. Two years have passed and they have yet to repair the leak. Because of the leak when we loose water pressure the line fills with air, dirt, and who knows what. All of which comes directly to my house when water pressure is returned to normal resulting in damage to household appliances . The closest they have come to a repair is coming out and marking the leak with paint, that was nearly two years ago. In my opinion they should not be rewarded financially or in any other way for the poor service they have provided in their tenure as owners of the utility. In fact I believe the best outcome for the citizens of this community would be new ownership that actually wants to run a public utility that provides quality service to the community. If that were the case then I would support such a proposed rate. To ask for an increase in these difficult times is bold enough but to do so when you have provided such poor service borders on insanity. My recommendation is that they not only not get the increase but either make needed repairs or step aside allowing new ownership to repair what they have undone during their tenure.

Sincerely,



Paul Schroer
1158 Estates Ln
Bonne Terre, Mo 63628

RECEIVED

JAN 05 2009

UTILITY OPERATIONS
DIVISION

1-1-09

TO Public Service Commission
FROM G. Stocker

RE: Terre Du Lac Water/Sewer Increase
Case # SR-2009-0219 for WR-2009-0218
To whom it may concern,

Having resided in TDL for eight years, here is a brief history about the service received by TDL Utilities.

The first six years we had to deal with a septic tank (no problem) and its pump (major problem). This was a pump that had been paid for, by us, but it was not brand new. We were told, well some have no problems and some have problems. IN no uncertain terms - we were out of luck. Every year for six years it froze up and had to be fixed, at our cost. The water company did nothing except to show up for the next problem and paycheck.

The last two years we have been on gravity fed sewers. The only complaint would be water quality.

Terre Du Lac has three wells but only one is clean. The other two have very high paydon levels. As to date - they have done nothing to remedy this problem.

New families wanting to move here are given false information about the water/sewer hook up. They are told it's close, so it won't be expensive to connect. The family decides to buy. The next thing you know the hook ups are too far away. Now the utilities are telling the family it will cost \$3000.⁰⁰ or better to hook up. Nice for the utilities company - huh! By the way you have to hook-up. These days not all couples have extra money for someone else's mistakes. Yet the family has to pay - at full price.

Since the population has grown in the last eight years so have the needs of the Utility company. But let's not forget in this time that all these families have paid their dues. If you find a cheaper installation price, the company (Utilities) still wants their fee - ALL of it - for Doing Nothing! Why should they get all the breaks?

As you may have felt this is not a stand up facility. It seems they think of only their butter not the hand that butters it.

I could go on and on but
I now wish to thank you for
your time and for listening. I
only hope you have heard.

Respectfully
Lina Ecker

RECEIVED

JAN 05 2009

UTILITY OPERATIONS
DIVISION

January 24, 2009

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

Ref Case# SR2009-0219-WR2009-0218

I have to agree that cost of operation of Companies do increase, and I have no problem with the proposed increase in the water rates.

I do , however have to question the need for a 61% increase in the sewer rates. If the Utilities Corporation is having to comply with some State regulation or is putting the money back into the sewer infrastructure in order to improve the services to the sewer customers, then I could more easily understand this high increase.

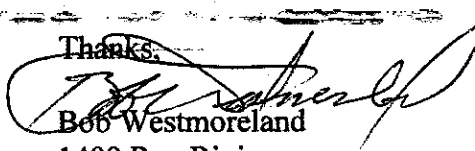
Will this be explained or answered at a local meeting?

Is it possible that a somewhat lower increase will be granted?

Will these questions be answered prior to the decision to grant the increase?

Will the PSC audit the financial records of the Terre Du Lac Utilities Corp?

Thanks.


Bob Westmoreland
1499 Rue Riviera
Bonne Terre, Mo. 63628

RECEIVED

JAN 27 2009

UTILITY OPERATIONS
DIVISION