

**Missouri Public Service Commission**  
**Public Comments Report**  
**Suburban Water**  
**Case No. SR-2009-0197**

**Unique Comments**                    **3**  
**Duplicate Comments**                **0**  
**Total Comments Received**        **3**

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

**Date :** 1/14/2009

Item	First Name	Last Name	City	State	Public Comments	Office Staff		Resolution
P200900349	Steve	English	Columbia	MO	I understand that putting up a new water tower helped the water pressure some but I don't think that should require more than doubling our costs. And it still doesn't address the the problem of how safe is our water. There are days the water might as well come out of a chlorine bottle instead of the tap. Between raising the water more than double and having to pay an	PSC	MH	Phone conversation on January 22nd. Will do further follow up with company operator regarding chlorine addition and residual.
P200900350	Bill	DeJaynes	Columbia	MO	(ddw)Customer vehemently opposed to the amount of increase requested/ says that SS&W provides poor quality water and low pressure/ wants the commission to think hard before giving any increase to this company/	PSC	MH	Letter sent on January 21st.
P200900351	Tom	Devine	Columbia	MO	(ddw)Customer opposed/ says 119% increase is a ridiculous amount to request/ water system has never been upgraded and has never provided adequate service/ cannot beleive that they would even ask for an increase like this/ high sulfur in water/ says he will drill well before he will pay that increase/	PSC	MH	Phone conversation on January 21st. Answered questions to customer's satisfaction.