

Missouri Utilities
P.O. Box 824
Linn Creek, Mo. 65052

July 29, 2003

RE: low water pressure

Dear Customer,

I received 2 reports of low water pressure and investigated the system last Sunday (7/26/03) afternoon and found:

The well was pumping 33 gallons per minute (normal is 40-45),
There was 20 psi at the well (normal is 30-40),
It was approximately 100 degrees in the shade,
The ground appeared very dry,
Numerous sprinklers and swimming pools were in use,
Several gardens appeared very green,
Daily water usage is up 25% since July 3.
I could find no leaks.

Two events will affect the output of the well:

If the water level in the well drops, the pump is forced to lift the water further and will not be able to pump as much volume. Hot and dry weather can cause the water table to drop. I have no way to measure the level at the well.

The pump could be wearing out. I have never replaced the pump. It was here when I purchased the system in 1993. I do not know how old it is.

There are 2 possible solutions: pump more or use less.

1. Conserve water. Look inside of your toilet tanks and make sure that the high water level is not over the overflow tube. Just listening is not good enough. Toilets will leak ¼ gallon per minute quietly. You have to take everything off the back of the tank and look. Adjust the ball to lower the level below the top of the overflow tube. Do not water the yard/garden during the day because most of the water is wasted by evaporation. Wait until after dark. Most people will have finished major personal water usage (dishes, laundry and showers) by dark and lawn/garden sprinkling will not be wasted. *I will not be the water police.* Conservation is a volunteer effort that shared by everyone. Just because you are not billed for each gallon you get relieves you from the responsibility to not waste water. Water is not free.

2. Put in a bigger pump, new well, water tower, hook up to city. All are possible but cost money and take time. All will take until at least September when it is cooler and wetter.

FILED³

AUG 29 2005

Missouri Public
Service Commission

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Exhibit No. _____
Case No(s) WC-2006-0029
Date 8-15-05 Rptr KE

How much are you willing to pay for water and sewer? Rates have not changed since 1992. Regulatory fees have gone up over \$4000 per year. Gross income is just over \$20,000 per year. It will cost over \$20,000 for legal fees for a rate/debt case with the Public Service Commission. A new well pump will cost \$7-10,000. A new well will cost over \$50,000. Water meters will cost \$500-1,000 each installed. A used water tower will cost over \$100,000 installed. The lagoon needs a new fence (\$30,000+).

I have to follow the PSC rules on how service is rendered. That includes having to chase renters for money instead of billing property owners of single family homes. I have \$1,700 in unpaid water and sewer bills on the books. It costs money to chase money. For profit PSC regulated businesses have to pay more for interest on borrowed money than not for profit entities such as cities, co-ops or water and sewer districts. Rates are based on costs.

I am not interested in personally guaranteeing any loans to Missouri Utilities as long as it is a PSC regulated utility. I have been screwed over by the Commission and Staff on other matters and I do not trust them to set the rates at a level that will pay back any money in a timely fashion. I can borrow money through DNR revolving loan fund for water (not sewer) projects. The process will take about 2 years and cost about \$30,000 in fees (but interest is cheap 3-4%).

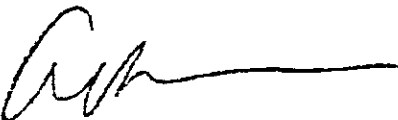
I have approximately \$20,000 in Missouri Utilities that I would just like to get back. I can continue to operate, sell to another utility company, the City, or to You.

State law allows conversion of PSC regulated utility companies to unregulated not for profit co-op style companies.

Are you willing to get involved? Or do you just want to flush and forget. Water and sewer are not free. You can affect the rules under which you get service and your costs by letting me know what you want to do.

800-676-5412

P.O. Box 824 Linn Creek, Mo. 65052



Sincerely,
William P. (Pat) Mitchell
President