


STONEBRIDGE
V I L L A G E

LEDGESTONE COUNTRY CLUB * 1600 LEDGESTONE WAY * BRANSON WEST MISSOURI 65737*

To: Kevin Gunn / Missouri Public Service Commission
From: Bill Hasler – General Manager – StoneBridge Village POA
Subject: Case No. WO-2011-0213

Mr. Gunn,

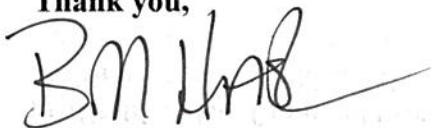
I am writing you on behalf of the StoneBridge Village Property Owners Association with concerns regarding the transfer of water and sewer system that serves our homes. In early January, Roark Water & Sewer issued a letter to all StoneBridge Village (SBV) residents. The letter mentioned an agreement with Missouri – American Water Company, Inc and made reference to a “change of rates”. This has sparked some concern with our property owners.

It has been thought that when Roark Water Sewer took over the water and sewer system, they underestimated the amount of infrastructure dollars necessary to make the acquisition profitable. The financial burden was then placed on the property owners and there was nothing anyone could do about it. The letter sent out by Roark Water & Sewer (attached) stated that American Water will likely need to change rates based on a comparison with other subdivisions and sewer companies in the county. It is my hope that if this is done our rates will go down. But because they are a for profit entity this does not seem likely.

Therefore, we are concerned about the possibility of the company raising rates. They will be the only water and sewer provider to the village. This type of monopoly will require the property owners to comply with any rate, no matter how high.

Please let me know what actions I can take to help secure the interests of the property owners at StoneBridge Village. I appreciate you help. You may contact me at 417-335-7869 ex3 or e-mail bill@sbvpoa.org.

Thank you,



Bill Hasler

CC: Robert M Clayton III
Jeff Davis
Terry Jarrett
Robert Kenney

Roark Water & Sewer, Inc.

Dear Customer,

We wish to inform you that we have reached an agreement to transfer the water and sewer system that serves your home in Stonebridge Village to Missouri-American Water Company, Inc. (Missouri-American Water) effective later this year, pending the approval of the Missouri Public Service Commission. You will be notified of the specific date when a transfer date has been determined.

For many years, Roark Water & Sewer has operated as a subsidiary of White River Valley Electric and was initially formed to serve the Stonebridge Village development. The Board at White River Valley Electric has decided to transfer assets of Roark to Missouri-American Water, a national company with a solid history and proven track record in the delivery of water service. You can learn more about Missouri-American Water through its national website found at www.amwater.com and its Missouri website found at www.amwater.com/moaw.

Roark has taken great pride in its management of the water and sewer services provided to you over the past fifteen years, and we have kept our rates for these services competitive and comparable to those charged by other utilities in the area. With a change in ownership, Missouri-American Water will likely need to charge rates at some point in the future that reflect the true operating costs of the systems and that are consistent with those charged to its other customers. We believe these rates will be competitive with other subdivisions and sewer companies in the county.

If you would like to provide comments concerning the proposed transfer of the water and sewer system to American Water, you may do so by writing the MISSOURI PUBLIC SERVICE COMMISSION, P.O. Box 360, Jefferson City, Missouri 65102, or by e-mail at pscinfo@psc.mo.gov, no later than January 24, 2011. Please reference case number WO-2011-0213.

Comments may also be registered in the case using the Commission's electronic filing and information system at <https://www/efis.psc.mo.gov/mpsc/Comments.html>. Please be aware that all public comments are viewable by the public. If submitting comments on the web, again, please reference Case No. WO-2011-0213.

Sincerely,
ROARK WATER & SEWER, INC.



Jeff Pardeck, Manager