

MISSOURI PUBLIC SERVICE COMMISSION

**Raytown Water Company
VLPH Comments for the Record**

CASE NO. WR-2020-0264

1) Terry Tucker

To: The Raytown water company

Via Virtual Public Hearing

From: Terry Tucker

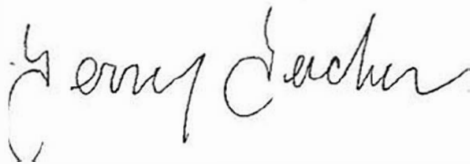
** [redacted] **

** [redacted] **

I am disabled Veteran 100% service – connected, I need to live on a fixed income form the VA and during this Coronavirus period, my oldest and his wife have lost both of their jobs until future notice I have had to help them due to the need of my three very young grandchildren. Basically I am trying to hold two households at one time - on this same fixed income. And change will be a serious hardship. I ask that you please place this table proposal until the community is on a real hill of healing.

Thank you for your time

Terry Tucker



2) Sondra McKee

July 14, 2020

I would like to comment regarding the proposed rate increase for the Raytown Water Company.

My father built our house here in the Blue Ridge Slopes area of Raytown in 1957, and I have lived in that house all of my life. Many of the water mains in Raytown were installed around the same time period, so they are 50-60+ years old. That age is definitely beginning to show. The street on which I live is only about 2 blocks long, but there have been four water line breaks on this street alone in the past two years. The first one, across the street from my house, was repaired fairly quickly, but it took several calls for the Water Company to return and repair the damage to the street caused by digging up the line. The second water line break happened a few months ago. The Water Company came out and dug a pit and put orange fencing around it, then left. I'm not sure whether the actual water break has been resolved or not, but the pit is still there, filled with standing water. It has become a mosquito-laden eyesore. There is also a hole in the street there which was filled in with gravel but not repaved. The Water Company also left an orange sign that says "Water Break Ahead" that often falls over and impedes the flow of traffic. I haven't observed any workers at the site for months. The last two breaks apparently happened a few weeks ago (although a renter who was living in one of the affected properties last year told me that the Water Company had driven by and told her that they had a water break, but nothing was done at that time). The Water Company dug up an area on one side of the street and put a white sawhorse-type barrier at each end of the dig area, then left. The fourth break is directly across the street from the third break. There, the Water Company dug a pit in the homeowner's yard, put orange fencing around it, and left. Again, I don't know whether the actual water issues were corrected, but the damage done by digging down to the problem remains, and both sites have become overgrown with weeds and tall grass since the owners aren't able to mow there. No one has been working at either site. I do sometimes see a few trucks stop there for a half hour or so, but there is no change in the appearance of the properties. The Water Company left another orange street sign near the end of the street warning drivers that there is a one lane road ahead (which there really isn't since the pit is primarily in a yard, unless they're counting the one lane road caused by their own "water break ahead" sign), and this sign also often falls over and then gets put back up so that it partially blocks one lane of traffic.

There are other areas in this part of town, and, I'm sure, in other parts of town that are also in need of attention, but right now the Water Company seems to be just reacting to break after break in the older neighborhoods instead of proactively replacing the old lines.

My house is located between 63rd Street and 59th Street, which have both seen their share of water issues in the past few years. Workers tried to repair one break on 63rd Street a block or so just east of my street on at least three separate occasions. It seems to be fixed now, but I worry that they just put a bandaid on the pipes instead of fixing the overall issue of the aging water mains there, and that we'll see other water breaks in the same area later on. At least the major 59th Street water issues are being addressed; 59th Street west of Raytown Road is finally open after being shut down for over a year (although 59th Street there is still pretty bumpy...), and

hopefully all new water mains have been installed in that area. The Water Company has started working on the lines at 59th and Blue Ridge Cutoff, so that is also a positive sign.

I'm not against the water rate increase per se or the Water Company moving to a new location or purchasing new equipment or anything like that, but I would like there to be some assurance that the Company is going to use any increase in revenue to continue replacing our aging water mains citywide and keep working on long-deferred projects, and that they are going to repair street and property damage due to digging in a more timely manner.

Sondra McKee

3) Shelly Schuman

Good afternoon.

I am interested in participating in the virtual hearing for the Raytown Water Company. May I please be registered for the event?

I have some comments for consideration.

I moved a few streets over from Kansas City into Raytown in 2011. The move was less than 1.5 miles, however, I have noticed a distinct difference in the cost of water and sewer since my move. When living at a Kansas City address, I paid a water and sewer bill combined once every two months. The water and sewer bill averaged around \$60 every other month. That is dramatically lower than the rate I pay just 1.5 short miles away.

At my current address, I pay an estimated \$50 per month PLUS an additional sewer expense of approximately \$85 per month. This totals \$135 a month, more than twice what I paid every two months a short distance away. I understand there are new administrative costs for living within Raytown borders, but even with adding a reasonable inflation factor, the water costs in Kansas City are dramatically lower. The costs for this essential service are too high and must be properly managed.

I cannot support any increased water expenses that are not essential and reasonable. It has been difficult as a Raytown resident to determine whether water costs are reasonable. I have found the water department to be less than transparent about their rationale for rate increases.

Also, I read the Missouri Public Service Commission and Missouri Office of the Public Counsel statements with great interest. It appears there is limited support for a rate increase from our public interest agencies so I respectfully ask that you decline this request for a rate increase.

Thank you.

Shelly Schuman

4) Kara Diffey

1 of 2:

To whom it may concern,

First I want to say that I had registered to participate in the hearing but was unable to attend, I hope I didn't inconvenience anyone. So I will start by saying I know nothing about the Raytown Water companies finances, what I do know is that I live on a large main street in the city that has had numerous issues involving what I assume to be a broken water main. The issues have not been addressed promptly and when they are addressed they seem to take multiple attempts to be repaired. For instance, I received a notice yesterday that my service may have been interrupted today because of an issue on 59th and Blue Ridge Cut Off. It is an issue that has existed for many months to the point that there has been a large pothole there for some time. There was an issue at 57 and Blue Ridge Cut Off and it had to be repaired twice I believe. There were repairs on 59th street that took a very long time and parts of it towards Raytown road were leaking water soon afterward. I know nothing of what it takes to repair a water main but when water is leaking up to the surface of the road just after it was "repaired" it isn't really repaired. Currently, there are issues on 63rd street that need looking after. They either don't seem to be very knowledgeable about how to actually fix what they are supposed to fix or subcontract the work out to people who seem to be extremely inefficient. When I saw that they were asking for a rate increase I wasn't surprised because "repairing" things more than once isn't affordable or prudent. It has been frustrating to witness shoddy work repeatedly and a rate increase would seem to reward the Raytown Water Company's incompetence. Thank you for time.

Sincerely,
Kara Diffey

2 of 2:

To Whom It May Concern,

As an addition to my previous email I just wanted to note that the Raytown Water Company had to send out an additional notice correcting the deadline for comments. The first notice said the deadline was the 9th. I understand that legitimate mistakes are made by people, but the Raytown Water Company doesn't seem to get things right the first time from repairing a water main to sending out a notice.

Thank you for your time,
Kara Diffey

5) **Loretta Corrigan**

7/2/20 ** 111 1002-00 ** (re: public hearing)
Since many years ago we've been having Raytown Water Co.
They do a very good job, and the water is
almost perfect - Water is now & will continue
to be a treasure to be cared for.
I trust your increase is needed & hope you can
care for our good water, as needed!
Loretta Corrigan **

6) **Cheryl Lindsey**

I do not want the Raytown Water Company to increase our water rates and they do not need them. The Raytown Water Company and the sewer fees are higher than other nearby cities. The owner of the water company does not handle this company well and the customers have to pay rates which are not fair. This city is not big enough for the customers to have to continually assess if they can afford to live here. Please do not allow the rates to be increased.

7) **Hayley Simon**

I do not agree with the proposed rate increase that is charged for water services. To increase the rates when we are going through a pandemic shows a lack of care for the community. While I understand there may be a need for an increase, I do not think it should be done so soon after it has already been raised and definitely not now. I think Raytown should review how they operate and what can be done better with current rates.

8) **James Brown**

JUNE 29, 2020
FROM:
** James C. & Josie L. Brown
** ist ***
TO:
OFFICE OF THE PUBLIC COUNSEL, GOVERNOR OFFICE BUILDING SUITE 650
200 Madison Street
PO Box 2230
Jefferson City, Mo 65102-2230
RE:
MISSOURI PUBLIC SERVICE COMMISSION CASE# WR-2020-0264
TO WHOM IT MAY CONCERN:
We the resident of Raytown; Do not want our rates charges. TO
increase. Our monthly bill, is already high. Plus, sewer bill.
Thank you for representing, and protecting the interests of
Raytown residents. We wish to know the final results of the
investigation, and the audit of records, and accounts.
Sincerely,
James C. Brown
James C. Brown
Josie L. Brown
Josie L. Brown

9) **Don Belk**

Does not want rate increase. Feels the return on investment is much too high at 12-14%. There is too much wasted water as well with so many leaks.

10) **Kerry Shaw**

the proposed water rate increase in Raytown, Mo, "No" to rate increase. Increases by the Sewer/Water Dept. are a slap in my face while I'm constantly getting flooded and experiencing foundation issues as a result. People have been sent out to "work" on the issue however, flags that have been placed are now torn up or gone because too much time has gone by with no follow up. When I ask I hear "a few weeks". A few weeks have come and gone and still nothing. Increase during pandemic is wrong.

11) **Roseanne Arnold**

Too high an adjustment on current rates. Current rates are plenty high. Company needs to budget better, we have to.