

Appendix C

Copies of Customer Letters and Faxes

August 1st 2006

Commission Case # WR-2007-0020
Public Service Commission
Attn: Water/Sewer Dept.

RECEIVED
AUG 07 2006

Mrs. Shenee Garner
Customer Service Manager.

UTILITY OPERATIONS
DIVISION

After receiving your notice of increases in the Water/sewer rates, I feel it necessary to write you, most especially about the minimum proposed gallon usage.

Perhaps you are unaware of Brookings Park Village being a retirement community. Most residents here are single persons in each unit, which would never come close to using 5,000 gal per month.

Although, I realize that increases are sometimes necessary, the rate you are proposing is very high, for a retirement community, where most are on fixed incomes and would never use your minimum rate.

Please consider carefully before approving the rate hike and minimum usage.

Sincerely
Joanna Adams
Resident of Brookings Park
Retirement Village.

**Brooking Park
Retirement Village**

116 Brooking Park Ave
Sedalia MO 65301-9337

Phone: 660-826-9192
Fax : 660-826-7175
Email:
ardyth@brookingparkvillage.com

August 3, 2006

RECEIVED
AUG 08 2006

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

**UTILITY OPERATIONS
DIVISION**

Dear Sir:

Re: Commission Case No. WR-2007-0020 and No. SR-2007-0023

We have received your second notice of the proposed increases in the current water and sewer rates and charges requested by Aqua Missouri, Inc.

While realizing rate increases are sometimes necessary, we believe the submitted requests in May, 2005, by Aqua Missouri, were unjustified and out of proportion. We are a retirement community, with most all residents being on fixed incomes, so the audit and investigation done by Commission Staff warranting a much smaller increase in rates is more acceptable to us.


Brooking Park Retirement Village is adjacent to Maplewood Subdivision in Pettis County, but is not a part of Maplewood. Maplewood is a community of mostly young families who customarily would use much more water and sewer resources than a senior citizen in a retirement village. The proposed 5,000 gallons usage for a minimum rate, again seems out of proportion to people who would never use that in one month's time.

Regarding service-related problems, many times service has been interrupted with no prior notice to residents, for **planned** repairs. After repairs are made, landscaping is often delayed.

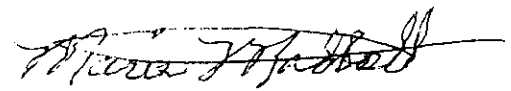
Please review this and consider it carefully before approving both the rate hike **and** the minimum gallons usage.

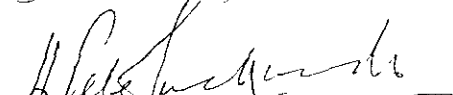
Sincerely,


BROOKING PARK RETIREMENT VILLAGE


Juanita Adams, President


Vi Johns, Vice-President


Marie Mabbott, Secretary


Peter Luckenack, Treasurer


Bert Doane, Member at Large

July 31



A Special Note —

Dear Public Service Comm.

I do not approve of
such a large rate increase.

Sincerely

Juanita Hartin

170 Brookings Dr

Sedalia Mo 65301

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AUG 03 2006

UTILITY OPERATIONS
DIVISION

RECEIVED

AUG 01 2006

UTILITY OPERATIONS
DIVISION

TO Whom it may concern:

In Reference to Commission Case
#DWB-2007-0020.

We are new customers in

Maplewood. Since 6-13-06 we have
been in our new home and the quality
of water and service is simply awful!
There is not any water pressure and the
water itself is so hard. It ruins glass
and stainless steel. We had city water
in Sodalia and it was so much more
of a better quality than this. The rates
were higher in town but the water was
wonderful.

It has only been a few weeks
and my coffee pot (was 2 yrs old when we moved
here) is already showing signs of being
strained. The wash (which takes 3x5
as long to fill - no water pressure) is dingy,
my glasses have hard water buildup, my
sinks, showers tub etc... all affected
by hard water!

It does not seem fair to raise
rates and continue this poor service.

We cannot even drink the water!
Can't you soften the water and
add pressure to our lines? If these
reasonable requests were taken care of

Then we would not have a
problem paying the increase.

Please do something about
the sub standard conditions and
then implement your increase.

LeRoy + Vicky Hill
2864 Meadowood Dr
Sedalia