

Appendix D

Copies of Customers E-mails

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Tuesday, August 01, 2006 8:27 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: WR-2007-0020

Approximately two weeks ago new sewer manhole lid installed in front of my house by Twehous Excavating as old one made of bricks. Electric and telephone lines were marked along side of road and in my yard; but, on the day of excavating Aqua Missouri had to come out to mark water lines. It is my understanding those Aqua Missouri is unsure of exact water lines within the Lake Carmel Home Association (i.e. residents to the east of Tony Giboney).

Mid-morning that day of excavation, I was notified of water line being broken to the east of my house and that the water would be off about an hour which ended up longer. Not all neighbors were notified as Viola Ihler called me at noon to see if my water was off as she has cattle to water.

No Boil Order was issued, again.

Quality of water service has improved some; but water pressure still leaves a lot to be desired! However, those residents to the north of me on West Brazito Road are in worse shape than I. Therefore, I do not support an increase in water rates.

In my opinion, I truly believe that the Public Service Commission should hold a local public hearing regarding WR-2007-0020.

Cindy Benward

8704 North Shore Drive

Eugene, MO 65032-2073

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8/1/2006

Russo, Jim

From: C Benward [e9retfin@peoplepc.com]
Sent: Monday, July 31, 2006 8:02 PM
To: Water.Sewer; mopco@ded.mo.gov
Subject: WR-2007-0020

Approximately two weeks ago new sewer manhole lid installed in front of my house by Twehous Excavating as old one made of bricks. Electric and telephone lines were marked along side of road and in my yard; but, on the day of excavating Aqua Missouri had to come out to mark water lines. It is my understanding those Aqua Missouri is unsure of exact water lines within the Lake Carmel Home Association (i.e. residents to the east of Tony Giboney).

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In my opinion, I truly believe that the Public Service Commission should hold a local public hearing regarding WR-2007-0020.

Cindy Benward

8704 North Shore Drive

Eugene, MO 65032-2073

8/1/2006

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Monday, July 24, 2006 12:15 PM
To: Russo, Jim
Subject: Aqua Missouri Consumer Complaint Call

Sue Haase
2609 Maplewood Lane
Sedalia, MO 65301
660-596-3347

Called in at 12:03 pm, 7/14/06 to voice her opposition to the proposed water rate increase by Aqua Missouri. Her bill at present is between \$25-30 per month. Can't afford a bill of close to \$60 per month. She does 2 loads of laundry per day, does not have a dishwasher and washes dishes once daily, does not water her lawn. Stated that the water is well water and she doesn't understand why the company needs an increase. Was told that they needed to put chemicals in the water. What type of chemicals are they needing to use in well water? Has lived there for over 25 years and service is poor. If you have a leak or a problem takes the company 2 months to fix it and then they (company) leaves a mess in the yard.

~~~~~  
*Jere Buckman*

*SOSt*

*Office of Public Counsel*

*200 Madison Street Suite 650*

*PO Box 2230*

*Jefferson City MO 65102*

*573-751-5557*

*jere.buckman@ded.mo.gov*

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7/24/2006

**Russo, Jim**

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**From:** Buckman, Jere [jere.buckman@ded.mo.gov]  
**Sent:** Thursday, August 03, 2006 11:03 AM  
**To:** Russo, Jim  
**Subject:** Aqua Source call

8/3/2006 11:00 a.m.

Harry & Dixie Hammond  
107 Brooking Park Avenue  
Sedalia MO 65301  
660-829-5683

Have both water and sewer service.  
Would approve a small increase but what they are asking is too much. Retired couple living on a fixed income,

~~~~~

Jere Buckman

SOS

Office of Public Counsel

200 Madison Street Suite 650

PO Box 2250

Jefferson City MO 65102

573-751-5557

jere.buckman@ded.mo.gov

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8/3/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Tuesday, July 25, 2006 1:57 PM
To: Russo, Jim
Subject: FW: Commission Case # WR-2007-0020
Importance: High

From: Brad Jones [mailto:bjones@duganglass.com]
Sent: Tuesday, July 25, 2006 1:52 PM
To: mopco
Subject: Commission Case # WR-2007-0020
Importance: High

Hello,

This email is in response to the custom notice letter I recieved regarding a severe increase in rates by Aqua Missouri for the service they provide us in the Maplewood Subdivision East of Sedalia, MO.

It is my understanding that rate increases of this nature have to be justified based on improvements made to the system overall.

With that being said, I know of no improvements that have been made since Aqua Mo purchased the system. I don't doubt that they've spent money maintaining the system but, my neighbors and I know of no improvements. In addition, we recently recieved a letter stating that they were going to paint the "stack tank" which required us to spend the next three to four week drinking and cooking w/ bottled water. They've also requested that we "conserve" water and if we don't they will impose mandatory conservation efforts that can be punishable if not followed.

My question is, are they legally able to provide us w/ untreated water for 3 - 4 weeks while they paint something. What I'm paying now is supposed to be for safe, clean, treated water. Now I'm buying bottled water. Also, why would they pick the hottest time of year when water needs and uses are at an all time high to go on an "auxillary pump" and presumeably be pumping untreated water, there again to paint something. It also aggravates me that as an individual whose fortunate enough to own a swimming pool, that I have to pay what I think are already too high of rates, mostly for unused sewer, to maintane my pool. This is water that is not going through the sewer.

I have no idea what it cost to run and mainane a water system such as ours and I realize that alll business need to profit. However, I dosent' really seem to me and my neighbors that were getting what we pay for as it is, much less with a rate increase of 256.27% for water and 115.84% for sewer.

We are at the mercy of you, the Office of the Public Counsel, to look out for us. We trust that you look all the issues before making your decision.

Sincerely,
 Brad Jones
 Sedalia, MO.

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7/25/2006

Russo, Jim

From: Dan Swearengin [dandon@copper.net]
Sent: Friday, August 04, 2006 10:01 PM
To: Water.Sewer
Subject: Commission Case # WR-2007-0020

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

RE: Aqua Missouri Inc. 256.27% Rate Increase For Maplewood (Pettis County)

To Whom This May Concern:

I have written previously to voice strong opposition to any arbitrary rate increase in the Aqua MO water rates for Brooking Park Retirement Village but there are yet additional reasons to voice such.

Here in the middle of a desparately heated summer, in the depth of a serious drought, what are experiencing with Aqua? Well, they've chosen, in essence, to ration water when we need it most to keep our foliage, trees, etc. alive, in order to paint a tower or some such excuse.

Therefore, if that is the best their planners can operate, why should we trust them with such additional monies for our bills?!

Very Sincerely,
Dan and Donna Swearengin
149 Sycamore Lane
Sedalia, MO 65301
(660) 829-0384

8/7/2006

Russo, Jim

From: Dan Swearengin [dandon@copper.net]
Sent: Friday, August 04, 2006 10:06 PM
To: Water.Sewer
Subject: Commission Case # W-2007-0020

RE: Aqua Missouri Inc. 256.27% Rate Increase For Maplewood (Pettis County)

To Whom This May Concern:

Society knows there have been increases in costs of all services and organizations, perhaps to include Aqua MO Inc. And, while your offices has deemed the increase '*warranted*' I want to go on record as contesting such an inordinate determination!!

We do not live directly within the Maplewood addition, rather across TT Highway in Brooking Park Retirement Village. Like the scores of elderly and fixed income persons in our complex, of which my wife and I are ones, we have only limited funds to cover everything. And, while the Office of the Public Counsel seems to be our only advocate, we do not have a PSC to tell anyone in our behalf, or otherwise, that an '*increase in funds*' is '*warranted*'.

Therefore, I do not know what the next step necessary is to see that this '*warranted*' increase does not take place, but I intend to find out and do all in my power to stop both the increase and the arbitrary decision process. I feel it very apparent, no account was taken of persons such as are we!!

Very Sincerely,
Dan and Donna Swearengin
149 Sycamore Lane
Sedalia, MO 65301
(660) 829-0384

8/7/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Monday, August 07, 2006 8:32 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: Commission Case # WR-2007-0020

From: Dan Swearengin [mailto:dandon@copper.net]
Sent: Friday, August 04, 2006 9:58 PM
To: mopco
Subject: Commission Case # WR-2007-0020

Office of the Public Counsel
Attn: Lew Mills
P.O. Box 2230
Jefferson City, MO 65102

RE: Aqua Missouri Inc. 256.27% Rate Increase For Maplewood (Pettis County)

To Whom This May Concern:

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8/7/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Monday, July 31, 2006 8:13 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: Commission Case # WR-2007-0020

From: Dan Swearengin [mailto:dandon@copper.net]
Sent: Saturday, July 29, 2006 10:41 AM
To: mopco
Subject: Commission Case # WR-2007-0020

Office of the Public Counsel
Attn: Lew Mills
P.O. Box 2230
Jefferson City, MO 65102

RE: Aqua Missouri Inc. 256.27% Rate Increase For Maplewood (Pettis County)

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7/31/2006