

Appendix E

Results of Staff Investigations

MEMORANDUM

TO: James Russo- Rate and Tariff Examination Supervisor

FROM: Jerry Scheible, P.E.- Utility Regulatory Engineer

REGARDING: Leroy and Vicky Hill
Case No. WR-2007-0020 (Maplewood)
Aqua Missouri, Inc. Rate Increase Request Second Customer
Notification Response

DATE: August 16, 2006

The Hills sent a letter commenting on hard water and low water pressure as it compared to their former residential water service. No phone number or email address was given for contact.

Pressure and hardness preference vary from person to person. Adequate pressure is consistently maintained in the Maplewood service area. If water hardness is a concern, a residential water softener should be considered.

I sent a comment letter in response on August 16, 2006, letting them know to contact me directly to discuss specific service issues.

MEMORANDUM

TO: James Russo- Rate and Tariff Examination Supervisor

FROM: Jerry Scheible, P.E.- Utility Regulatory Engineer

REGARDING: Brad Jones
Case No. WR-2007-0020 (Maplewood)
Aqua Missouri, Inc. Rate Increase Request Second Customer
Notification Response

DATE: August 18, 2006

Mr. Jones sent an email commenting on the recent request by Aqua Missouri to conserve water usage while the standpipe in the Maplewood service area is being painted. He also quoted the rate increase requested by the company, stating it was far too much.

I responded directly to his email address explaining the benefits and necessity of regular painting and maintenance of water storage facilities and indicate the actual proposed rate increase percentages.

I also provided Mr. Jones my phone number, letting him know to contact me if he cares to further discuss his concerns.