

FILE COPY

October 7, 2003  
11303 NW 60<sup>th</sup> Street  
Parkville, MO 64152

Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, Mo 65102

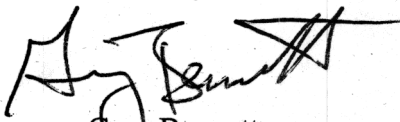
I am writing in response to the notice I received regarding the hearing on Missouri American Water's request for a 12.2% increase in revenue. According to the notice, this would increase the average user's bill approximately \$5.07/month. This does not look like much but I would love to know what their definition of average is because I consider my usage average and this will take my monthly bill to approximately \$33/month, or \$400/year for water service for an increase of almost 18%. I have a problem with this! I have no idea what they are doing with their money but I have no knowledge of any large capital improvements. I would hope that you all would examine their financial statements and determine that they have made all efforts to cut costs where applicable. Has there been a management audit of the company performed by the Public Service Commission recently?

Who is my advocate in these proceedings? I would like the commission to think about all of the increases in my utility bills in the not so distant past:

- Platte County Regional Sewer District – increase of nearly \$17/month for a large capital improvement to the area sewers. I wonder when this will end and when my sewer bill will revert back to \$10/month? Rhetorical question, because at the end of the five-year plan, as I recall, I am sure that they will be in for a rate increase to maintain the new lines!
- Missouri Gas Energy – I think we are all too familiar with what is going on with the natural gas prices! I am on the budget plan so I am being charged an extra four hundred dollars for keeping my family warm!

Now we have water going up so what is next? I guess we should have KCP&L join in on the fun and while we are at it, we should invite Southwestern Bell to the cash give away! If we increase all of their rates at the same time, it would be helpful for me so that I know how much I need to get for an hourly rate at my second job so that I can afford my all of my utilities! At the end, I may have to stand on a corner asking for change with a sign that says "Need utilities, please help"!

Sincerely,



Greg Bennett

Oct 14 2003

10-6-2003

FILE COPY

OFFICE OF THE Public Counsel  
P.O. Box 7800  
Jefferson City, MO. 65102

TO WHOM IT MAY CONCERN:

I AM WRITING IN RESPONSE TO THE NOTICE OF MO. AMERICAN WATER WANTING A 12.2% INCREASE IN WATER RATE. I WANT YOU TO KNOW I OPPOSE SUCH A BIG RATE INCREASE. WITH ALL THE UTILITIES WANTING TO INCREASE RATES A RETIRED PERSON LIVING ON A FIXED INCOME FIND IT VERY HARD TO SURVIVE TRYING TO TAKE CARE OF EVERYDAY COST & MEDICAL EXPENSE.

WHETHER THIS GETS READ OR MY COMMENT EVEN MEANS ANYTHING TO ANYONE, I WANT IT KNOWN THAT A 12.2 PERCENT INCREASE IS TOO HIGH.

ST. JOSEPH IS GETTING TO BE A RETIRED COMMUNITY. ALL YOUNGER PEOPLE ARE MOVING OUT BECAUSE LACK OF DECENT JOBS IN THE CITY, SO MOST TAX INCREASES FALL ON HOME OWNERS. WHAT GOOD IS IT TO WORK ALL YOUR LIFE & THEN HAVE TO STRUGGLE TO KEEP WHAT IS YOURS AFTER RETIREMENT?

Sincerely

ANNA L. THARP  
820 SUNSET DRIVE  
ST. JOSEPH, MO. 64503

OCT 09 2003

10 9-3  
St Louis 6 Mo

Commissioner  
Office of Public Counsel  
Jeff City, Mo

FILE COPY

Commissioner regarding the Mo Am Ltr Co  
request for 2 2% rate hike

I believe this request to be exorbitant and  
completely out of line in today's economy. Please  
reject the request. No increase should  
affect the national C.P.I.

The requesting Co. is not owned by an  
American corporation and is out of line.

Thank you.  
W. L. Taylor  
4547 Boone Center Dr  
St Louis Mo 63128

October 8, 2003

Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, Mo. 65102

Dear Friend:

I strongly object to the Missouri-American Water Company's plan for increasing residential (and for that matter, commercial) rates. In fact, I'm still angry over the monumental increase that the PSC allowed three years ago. At that time I felt the PSC had betrayed me, and I'll feel even more betrayed if this increase passes.

Might I point out that the Democratic PSC members at the time (so-called champions of the people) were the ones who voted for the rate increase? They're not my defenders!

My reasons for opposing this increase:

1. The company built a gold-plated facility to replace the former one after the 1993 floods. If this is to be totally financed by ratepayers, what difference does it make how long it takes to pay off the debt? It's not as if company officers (heaven forbid!) will get stuck with the bill.

In my opinion, the first increase, for both residential and commercial customers, was far too high. There's no excuse for raising rates.

2. Surplus revenues of \$20 million were reported last week. Is this adding insult to injury — or what?!

Please, PSC members, for once, do what you're supposed to do. Vote on the side of the people you're supposed to protect. The more it costs in inflated water bills, especially if unjustified, the less ratepayers will have for other consumer goods, the purchases that keep the economy from going broke. Think about that!

Yours truly,  
Eileen Lockwood  
4614 Woodfield Dr.  
St. Joseph, Mo. 64506

## FILE COPY NOTICE

Missouri-American Water Company has filed revised water service tariff sheets with the Missouri Public Service Commission (PSC) which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 12.2 percent. For the average residential customer in the St. Louis County operating division using water, the proposed increase would be approximately \$2.50 each month.

Evidentiary hearings have been set before the PSC on December 15-19, 22 and 23, 2003, and January 5-9, 2004. True-up hearings have been scheduled before the PSC on February 5 and 6, 2004. Each of these hearings will begin at 8:30 a.m., at the Commission's offices at the Governor Office Building, 200 Madison Street, Jefferson City, Missouri, Room 310. If you wish to comment or secure information, you may contact the Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri 65102, telephone (573) 751-4857.

The building where the hearings will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or 1-800-829-7541 (TDD) prior to the hearing.

OCT 17 2003

FILE COPY

Ms. Barb Warmbrodt  
287 Oak Pass Court  
Ballwin, MO 63011-382



10-13  
This is outrageous  
Please inform me  
as to WHY a  
12.2% increase.  
What could warrant  
such a huge  
jump?  
Barb W.

**FILE COPY** October 16, 2003

To Office of the Public Council.

Ref Proposed Increase in Water Service by Missouri American Water Co.

Per the proposal notice I received the average cost for residential service would increase by \$2.50 per month, the water co bills quarterly so that equals \$7.50 per each billing period. I live alone and my average bill is \$26.00 minus \$3.00 Service Line Protection Charge minus \$6.40 Fire Hydrant Charge minus \$1.14 Gross Receipt Tax which = \$15.46 per quarter. Now to me that would be a 48.51% increase in the amount I now pay for water service per quarter.

I received a cost of living increase on my Social Security Check this year (2003) of an enormous 1.4% and I would like to know how and why Missouri American Water Co can justify such a large Percentage increase in residential water bills

I would hope that the Public Service Commission will take my concerns and comments into consideration during the up coming hearings for the proposed rate increase.

Thank you.

Lloyd E Dorn

10514 Locust Ave

St Louis MO

63114

314-429-5094

popdorn@netzero.net

OCT 20 2003

October 20, 2003

FILE COPY

Office of the Public Counsel  
Post Office Box 7800  
Jefferson City, MO. 65102

Dear Office of the Public Counsel:

I just wanted to let someone know that increasing water rates in Mexico, MO. is a bad idea. What about a reduction in rates? That seems like a lot better idea and I am for that. Increasing rates in these times would be hard on a lot of people, me included. I haven't had an increase in wages in several years, and yet everyone wants more for the goods and services I buy. What's the deal here?

Please tell the water company to provide better service and reduce rates or else kick them out and get someone else to run the water plant.

Thanks for your help.

Sincerely yours,



Ken Gore  
1322 Lexington  
Mexico, MO. 65265

OCT 22 2003



FILE COPY

## NOTICE

Missouri American Water has filed revised water service tariff sheets with the Missouri Public Service Commission (PSC) which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 12.2 percent. For the average residential customer using water, the proposed increase would be approximately \$2.26 each month.

A local public hearing has been set before the PSC at 5:00 o'clock p.m., Wednesday, November 12, 2003, at the Joplin City Council Chamber, 303 East Third Street, Joplin, Missouri. If you wish to comment or secure information, you may contact the Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri 65102, telephone (573) 751-4857.

The building where the hearing will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or 1-800-829-7541 (TDD) prior to the hearing.

Joplin

10/20/03

**No**

increase in water rates

In fact the Joplin Globe reports that Mo. American Water has significantly overcharged residents for water.

**No**

rate increase

**YES**

rate

decrease

David Efuol  
3635 E 26th  
Joplin Mo  
64801

NOV 27 2003

3125 Grand Avenue  
Joplin MO 64804-2720  
October 23, 2003

FILE COPY

Office of the Public Counsel  
PO Box 7800  
Jefferson City MO 65102

Dear Sir:

I am opposed to the 12.2% rate increase sought by Missouri American Water Company for Joplin customers. Recent studies show that the rates should be decreased, if anything. This company has consistently sought to raise rates by any means they can think of. Please oppose this rate hike.

Sincerely,

  
John OLson

OCT 27 2003

Mo Public Ser Com 10/24/03

Dear Members, **FILE COPY**

I object to any rate increase by Mo. Amer Water Co. in Warrensburg. The increase would burden many people in this area, especially the elderly who are on fixed incomes & can barely make ends meet.

Sincerely,

Natalie Nalpin

504 Hurricane Hill

W04 MO 64003

OCT

Kate Millburg  
1425 Sunset Lake Rd., Apt. 8  
Jefferson City MO 65109  
October 27, 2003

Office of the Public Counsel  
Post Office Box 7800  
Jefferson City MO 65102

**FILE COPY**

RE: Missouri American Water rate case

Dear Public Counsel:

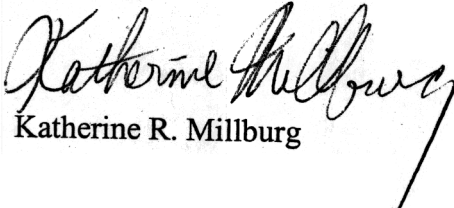
I wish to register a protest against approval of Missouri American Water's revised water service tariff sheet filing.

This company was purchase this year by RWE AG, a German corporation. At the time of purchase, they apparently judged revenue was at an attractive level. The cost of doing business has not increased by nearly the rate of increase Missouri American Water is requesting. The only apparent motivation is greed.

I urge you to protect the customers of this monopoly – who have no alternative for this vital community service – and reject the filing request for increase.

Thank you.

Sincerely,

  
Katherine R. Millburg

/km

**OCT 29 2003**

November 7 20

Office of Public Coun & **FILE COPY**

I am writing to object to increases of Missouri American Water since they took over my water bill has increased three times over when Fluorvent had the company. On top of this I have to pay nine dollars just to be a customer, no other utility does this. Thank you for hearing my objection to increase, being charged for being a customer of Water Co I appreciate the opportunity to do so.

Sincerely,  
Jean Nelson

NOV

Nov 06, 2003

Office of the Public Counsel  
PO Box 7800  
Jefferson City, Mo 65102

FILE COPY

Received the notice tucked into my water bill----another rate increase is in the works

I just want to add my name to the list, please.

I am very tired of climbing utility rates----

I'm sure I speak for everyone who punches a clock to earn their living---our wages do not increase fast enough to keep up with the utility rate increases.

Thank you,

A handwritten signature in cursive script, reading "Della Horstman". The signature is written in dark ink on a light-colored background.

Della Horstman  
2902 Felix  
St. Joseph, Mo 64501

NOV 6 2003

November 8, 2003

**FILE COPY**

Missouri Public Service Commission  
Attn: Ruth O'Neill – Public Council  
Post Office Box 7800  
Jefferson City, MO 65102

Re: An Open Letter to the Missouri Public Service Commission –  
Missouri-American Water Company's proposed 12.2 Increase

Dear Missouri's Public Service Commission - Members & Staff,

Please accept this letter as my reply to the recent notice that I have received from the Missouri-American Water Company and their request for a 12.2 percent increase on their annual gross revenues.

One can only wonder what "world" the Missouri-American Water Company is living in? Surely they must believe that monopolies can do whatever they wish and as such can ask to raise their revenues on the back of individuals and business who today are struggling just to make ends meet! Were this 12.2% increase to obtain every year, our water bills would double in less than 6 years!

What individual or business today is able to "request" that their income increase by 12.2 % given the current state of the economy? None that I am aware of! People and business are having a hard time just to stay "even"! If you look at budgets on both the national and state level, one will see that in general the country is hurting and in debt and running deficits and having to make drastic cuts to over come such deficits.

For my business, I would love to get a 12.2 increase in my rents. But given competition, that is not possible! But what do we have with MAWC? No competition! Thus they are like spoiled children! Once again they come crying with their hand out asking the PSC for more money! What they need to do is what any business has to do when times are tough. What they need to do is to cut, cut and cut some more! They need to cut the fat out of their operation! They need to reduce their high salaried executive staff by ½! They need to cut bonuses! They need to cut stock options! They need to cut perks. And if more is needed they need to cut their work force, benefits and pensions! The American public cannot afford to keep subsidizing an inefficient business! They need to become a lean, hard working company, and not a company that wines every time they finally have to spend some of their money to improve service!

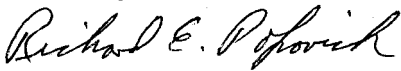
If they are not able to meet the task and responsibilities that are before them, then it is time for the citizens of this country to consider two basic options:

- (1) We should consider breaking up this monopoly into pieces so that there would be different companies competing for our service and thus competition for our dollar.
- (2) If we are subsidizing the company already, we should considering the possibility of making said water company an entity of government. If such a company is on the public dole we might as well make it "official" and take control of our water as it is too precious to be left in the hands of a company that is out of touch with the times and with its customers!

The above may sound like drastic steps, but if the water company is so out of touch with reality that they are asking for a 12.2 % "raise" then surely every aspect of this company's operation must be looked at. To say that they should be "guaranteed" a profit or a return on investment, puts them into the realm of socialism and a subsidized company already!

Thus, if the Missouri American Water Company is unable to work through their budget issues on their own, then it is time to either make them competitive, or the public might as well take control all together!

Sincerely,



Richard E. Popovich – Owner  
Butler Hill Apartment  
13108 Butler Oak Dr.  
St. Louis (County) MO 63141  
(314) 434 – 1833



Nov. 13, 2003

FILE COPY

Office of the Public Counsel  
P.O. Box 2230  
Jefferson City, MO 65102

Re: Mo American Water rate increase

Arundel,

I have called your office and expressed my  
dislike and disgust to this 12.2% requested  
rate increase and this is my formal  
complaint.

Mo AWC has provided us with good water  
and good service BUT we as on fixed income  
and receive (as we receive) a 2% COLA.  
Medicare increase is 12%. We are already  
"in the hole". Granted a \$1.78 monthly  
water increase doesn't sound like much  
but all of these "little" increases by  
utility companies, insurance companies, etc.  
make a BIG deficit. We can consume  
only up to 0 point.

May we suggest no increase at all.  
I will be at the St. Charles public hearing

Thank you for working on our behalf

A MoAWC. customer,

Judy Mikusch  
3 Cinnamon Dr.  
St. Charles Mo 63304  
636-447-0317

# FILE COPY

11 12 03

DEAR Public Serv Co. ss ~

I Am wr s This lett  
w HL gr. T Concern Today I  
Rec ed A NOTT e SAY s HAT  
A WA Co ha f d for a  
Re e e cnc f Approximately 12 2 percent

I Am rese d of Florissant  
mo for 25 years Floriss t el T  
TAKE CAN OUR WATER A d e never  
had a problem Amer W T

The Company From Hell in y  
48 year I Hav nev dealt  
with a mo is Co prny AS

Th I PAY my bills AS SOON AS  
T get them y cred T E

Have spent Hour o The phon  
w HL thes det s Try s T  
get The CORR bill T pay I Hav  
Never Rec ed A Cor T bill T

C done T. th which Take also  
of T I fe I Sorry for my  
eld ly n jobs TH T Receiv. <sup>NOV 17 2003</sup> them  
bills T ated and s shed d