

⁴to pay it. This Company will NOT
Take care of the meter unit they
SAID that is my responsibility BUT
I pay extra for Insurance on our
bills, This is the ~~WORST~~ WORST
Company I Have ever seen and
shouldn't even be in bussiness.

They are asking for INCREASES
They should be giving discounts
and Telling their COSTUMERS how
sorry they are for providing poor
Service. This Household SAYS
NO To any INCREASES for this
Company. PSC Thank for your
Help now and in the future.

Thank You
Cecil Kelts

Cecil Kelts

1

FILE COPY

November 10, 2003
1288 Chateau Woods Dr.
St. Louis MO 63135

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

Re.: Missouri American Water's request for an increase in revenues

To Whom It Concerns:

It would appear that a public hearing set at 5:00 o'clock p.m. on Wednesday, December 3, 2003 in Chesterfield, Missouri is designed to minimize public participation.

I cannot attend this hearing. But please be advised that I am very much opposed to an increase in water rates.

Sincerely,


Ollie Walton

NOV 14 2003

FILE COPY

12 November 03

To whom it may concern.

I think the water bills are already way over inflated! I hope that you all there at the Missouri Public Service Commission vote not to grant the Missouri American Water Company a water rate increase!

I'm on a low-rate fixed income, and am having a hard time paying the already very high water bills!

Sincerely,

Robert H. Nelson

1/2/03
FILE COPY

Office of Public Counsel

My comment to the proposed
Increase \$2.50 a mo. Mo. American Water!
If it was \$2.50 every 3 mo. would be hard
enough - but to take more $\frac{1}{3}$ amount \$30.00
of my yearly bills! My bills are \$25.00
\$26.00 every 3 mos. What are they thinking?

I'm a widow living by myself
on S.S. ck. I'm a very proud person
& ask for no help! So far? Thank God we
have a right of speech.

What can I do? My Vote is No
Absolutely Not \$2.50 a month.
Thank God Fackde Gas reduce their
winter rates. Never did I think My senior
years would be such a terrible struggle.
In life to live, Water is the most
essential necessity! I'm 77 yr of age
Thanks for listen.

Hopeful
Mo Ruth Price NEW 14 2003
507 Blanche Dr
St. Louis Mo. 63125

November 12th, 2003
FILE COPY

To Whom It May Concern -

I am writing to you concerning the rate proposed rate increase being proposed to the (PSC) by Missouri American Water. This company is no more located in Missouri than Queen Elizabeth.

My concerns are for our family but most of all St. Louis County residents that are on very fixed incomes. I have read that their social security increase in 2004 will be 2.1% but the supplemental Part B has taken a huge increase (I don't know how much)

The approximate of \$2⁵⁰ per month equals \$30⁰⁰ per year approximately.

Also MSD bases the sewer bills on water usage.

Now we know the MSD can only put a lien on a property for sewer service. But I am sure the almighty MO AM Water Company would have NO problem turning off anyone's water.

I am unable to attend the meeting of 12-03-03 but appreciate any and all information you can send.

Thanking you in advance.

NOV 14 2003
Patricia A. Stelmach
5214 Cornwall Estates Dr.
St. Louis, Mo 63129-1543
(314) 892-3532

P.S. MSD wants an increase also.

November 11, 2003

Office Of The Public Counsel
P.O. Box 7800
Jefferson City Missouri 65102

FILE COPY

Gentlemen

I recently received a notice from the Missouri American Water, telling us that there will be a public hearing December 3rd in Chesterfield Missouri with reference to our water rates.

Now they are calling it "Jurisdictional Annual Gross Revenues", but lets face it its nothing more than a rate increase.

How can they expect the consumer to give them a 12.2% increase when people are just getting by with 2% and 3% increases, in their pay checks? I am retired, and social Security increases have been limited to 1% each year for the Past several years.

They have added so many other charges to there billing since changing over to the new company, form the old St. Louis County Water Company.

A Minimum Customer Charge?

Plus the Usage Charge

Than a Missouri Primacy Fee?

Plus a Fire Hydrant Service

Plus a Service Line Protection Charge?

And of course the Gross Receipts Tax

If you look at the Gross Receipts Tax, that we are paying now on the usage, it adds up to almost 9%

I question the fact, that their main address is a PO Box in Alton Illinois, and they request that payments be sent to a PO box in Decatur Illinois

When will we stop allowing these out of state Companies to continue screwing the Missouri Public? Since we bought the new program from MSD they have increased their rates from \$11.00 Per Month in 2001, to a new figure this month of \$14.73 and this the third increase since 2001. And they keep getting caught with hands in the till.

Therefore If I can get a 12.2% increase in my Social Security checks, then I'll support the increase for the Water Company in their requested increase, if not, give them what we receive 1%

Respectfully Submitted

Alex Kaiser

NOV 14 2003



John G. Markovich
1458 Brenthaven Ln.
Florissant, MO 63031-2471

FILE COPY

SIRS:

No on the increase. We just recently had an increase forcing us to pay high fees for line insurance. We cannot drink our water - it is impure. How can a \$2.50 per month be justified?

John Markovich
NOV 14 2003

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 in St. Louis County using water, the proposed increase would be approximately \$2.50 each month.

A local public hearing has been set before the PSC at 5:00 o'clock p.m., on Wednesday, December 3, 2003, at the Chesterfield City Council Chamber, 690 Chesterfield Parkway West, Chesterfield, 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.

St. Louis County

DEBBIE PRUITT

301 Atwater
Dellwood MO, 63135
314 521-5734

FULL COPY

November 10, 2003

To whom it may concern:

I am very much against the proposed increase on my water bill.

We can not meet the demand for the raises the utility companies are putting on us.

The Sewer Company raised our sewer bill with no advanced notice.

They show up at least 2 times on my personal property tax. There should be some kind of way that you can shift the increase to them and not try too bleed the public dry.

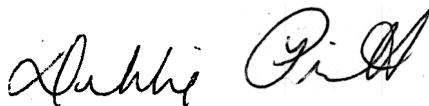
When I get a raise on my job everything goes up health insurance, union dues you name it so it ends up not being a raise at all. Every time I turn around some one wants more money.

People whether they work are if they are on a fixed income can not come up with all of the money you people seem too think there is a money tree or a golden goose but I can honestly tell you there is not.

My trash bill went up also is it going to get to the point where I have too make a decision to have running water against eating I sure hope not.

I have to work on the day of the hearing but I would appreciate any correspondence regarding this matter

Sincerely,



NOV 14 2003

FILE COPY

11 14-83

Comment to P.S.

We received notice today of the increase that Missouri American Water is seeking.

Let me see, the increase would raise their annual gross revenue by 12.2%.

Hmm we get lower than 1.0% on our C.D.'s & M.M. Plus the inflation formula is a big joke.

Who really owns our water company?

I say "no way" on that large of an increase.

Helen Heady
2010 Walnut
Verona, WI

6.1.14

NEW 2014

FILE COPY

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

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

16 November Addendum

Please also note that a spokesman for the Illinois American Water Co. – also owned by RGE AG – recently touted the corporation's economies of scale as a reason the city of Peoria, Illinois, would find it unprofitable to take over the company's water service to that community.

Before Missouri American Water demands a rate increase here, they should increase their revenues via those same economies of scale they are able to apply in Illinois.

Katherine R. Millburg

NOV 13 2003

John E. Haley

7814 Somerworth
St. Louis, MO 63119
(314) 961-5991 Fax: 314-961-0665
jehsmh@charter.net

November 10, 2003

Missouri Public Service Commission
Office of Public Counsel
P O Box 7800
Jefferson City, Missouri 65102

RE: Missouri American Water - Missouri Public Service Commission

I was notified of the PSC public hearing on the revised water service tariff for Missouri American Water. The rate proposed increase is 12.2%. I will be unable to attend the public hearing on Wednesday, December 3, 2003 to explain and/or justify the increase. However, I would like to express my deep concern that the rate of increase is too high. The rate of inflation is no more than 3% per year for the past 12-18 months and this Company wants to raise the effective rate by 12.2% !

The proposed rate of increase of course will become effective immediately and will remain at this level for some time to come. It has been explained in recent mailings by this utility that the cost of repair and/or replacement of pipes and/or sewers is needed. While this may be a needed expenditure by the Company why should the user base be the only people to PAY the expense? Isn't this a foreign owned utility that pays dividends? Why not use a portion of the dividend to the shareholders to help pay for the company's infrastructure? This will ensure that long term expenses will decrease and therefore the profits likewise increase.

The consumer should not shoulder the entire burden for this company. A rate increase that mirrors the rate of inflation can be granted with justification.

Thanks for the notification of the hearing and giving a concerned utility user the opportunity to speak out.

Sincerely,

John Haley

From the desk of
Ken Colletta

FILE COPY

I am sending this letter to express my strongest protest against the rate increase being asked for by Mo. American Water.

It is outlandish. the rates are outrageous now. to ask for a 12.2% increase, when the cost of living is only raised 3% is putting a gun in the chamber back. My vote, as a St. Louis County home owner for 23 years is ABSOLUTELY NO.

KENNETH P COLLETTA
1434 SUNNYTREE LN
MANCHESTER MO 63021

Kenneth Colletta
NOV 19 2003

The water CO has Filed
for more money just like
The rest of The dam utility
CO's People are out of work
laid off all because ~~of~~ of
That dam war. NU
I am disabled, 77 and I can't
afford no ~~more~~ more money
my income \$300.00 below The
poverty level a month now
why can't They put a freeze
on every thing until This
Dam war is over? won't
that be a day you bet

\$250.00 per month to

Revised Water Service

Tariff Sheets,

Hell I don't even know what
That means I'll bet nobody
else does same as me

wish I
could spell
Boller

Wanda J. L.
831 Zeiss Ave
Lemay, MO.

63125 NOV 18 2009

FILE COPY

J. BOTWINICK
811 Westview Drive
University City, MO 63130

Nov 13, 2003

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

Dear Sir or Madam,

I do not see any justification for increasing your annual gross revenues by 12.2 percent. I am opposed to such a large increase.

This large increase would weigh especially heavy on those with fixed incomes, who are always being asked to pay more when their own meager incomes are not increased.

Sincerely,
Mrs. Joan H. Botwinick

NOV 19 2003



Nov 1, 03

FILE COPY

Dear Public Service,

I had do poor
people do? Surely for
me - I'm alright, but
my medicine is not
going to pay. A much
any more, my electric
has gone up my phone
Bill has gone up,
I've none it's gone
up - I realize that
the letter will not
mean a down-
hang

NOV 19 2003



However I feel

I must reach my
response to someone
+ who you

Mr. Harold Abtze
West County,
Massachusetts

333 Wood-Multer
In

307, 1970

Public Service Commission

I'm writing about the Missouri America Water & their wanting a raise 4.20 this also raises our Sewer Tax that is about equal dollar for dollar raise.

Realize that we on "FIXED" income - I cannot even afford Medical Insurance let alone my diabetic meds & those for Arthritis - I must go to Social Welfare Board & some Companies do donate meds for people like me. I am sure you've heard the line about Illegal's and other new non patriotic people living in the U.S.A - they do not care about America - or what we stand for - I live on a widows U.A. Pension. only \$541.00 a month - could anyone person on your Commission live on that - Have each one try it for one month - See if it's really easy.

Also the Mo. Gas Energy wants a raise - that is another problem more money going out & wanting more & more - when does it stop?

Also Aquila - now they are a joke they have RAPED us over & over I know people who worked for years at St. Joseph Light & Power - they got "ZIP" - their money turned to