

ashes - overnite - and I am sure
some who passed on - were really
spinning the their graves - Like a
Whirlpool - they worked for nothing.
Its a shame - really

My water - even when I was in California
for 6 weeks - my sister sent a ticket
and I really enjoyed my self - but
low + Behold I had a water bill
100 CF used - 5/8 inch 1 cu ft = 7.50 gal.
water 7.08 Sewer 905 - see what I
mean - I'm sure other's have also
these problems.

Jim President of VFW 1668 - 10 year new
Jim also Sec of Military Order of the Coates
#19 - Chapeau (President) of Saloon 530
of 8/40 - part of American Legion - to which
I belong as Past President and President
of Past Presidents Parley - I'm the Dept
of Missouri representative for Cameron
Missouri Veterans Home.

These members + myself really
are against these raises - most are
Widows on fixed incomes - FIXED mean
no more + yes less - + less due to
these Company's - I like cable T.V. that
is a "Vice" - to give me pleasure - Should
we at least have that - I have NO CELL
Phone - Some people do they get a check
monthly - getting ADC - Medicaid - I was refused
an eye operation - I need badly - to see.

My left eye is like looking thru "waxed paper."
now I'm told my right eye is getting
a catarac - so when + IF I reach 65
and Medicare - I may be Blind -
why can't American's get help
and not our pockets slashed open.

So please consider us when
approving these these RAISES -

Thanking You for
All of us
Pat Cress

FILE COPY

A NOTE FROM ...

ROBERT J NICKELS

N Robert J. Nickels
8716 Walter Midway
Saint Louis, MO 63127

11/14/03

THE 12.2% PERCENT INCREASE
REQUESTED BY THE GERMAN
OUTF THAT OWNS THE
WATER COMPANY'S OUT OF
LINE A 5% INCREASE IS
EVEN TOO MUCH DOES THIS
CO PAY THE STATE FOR THE
WATER THEY TAKE OUT OF ~~THE~~^{THE}
RIVER? MY PENSION HASN'T INCREASED
SINCE 991 WHEN I RETIRED + MY
SOCIAL SECURITY INCREASED 1% THIS
YEAR HOLD THE LINE!

RJ Nickels



**THE AMERICAN
LEGION**



NOV 20 2003

Nov 17 2003

SC

FILE COPY

The idea of charging an additional \$2.50 per month is ridiculous. The \$9.01 charge quarterly is bad enough, every drop of water is charged and then we are expected to pay over and above for what we actually use. This is quite a jump for senior citizens

Sincerely
Adele Shmed

FILE COPY

John L. Sheehan
355 Calvert Avenue
Webster Groves, Missouri 63119
(314) 918-7421

November 17, 2003

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

RE: Missouri-American Water

We recently received notice that Missouri-American is seeking a 12.2% increase in its annual gross revenues. I want to strongly state my opposition to this increase.

In early 2002, Missouri-American purchased the water system in Webster Groves, Missouri from the City of Webster Groves. My immediate concern was a significant increase in our water bill, and sure enough Missouri-American did not disappoint. In analyzing our water bills from Missouri American from March 2002 to June 2003, the average daily charge for our water service, including all of the extra new fees being charged (for example a \$3.91 per month fire hydrant service charge, which was never charged before) was \$0.86 per day. Our daily charge for water service from Webster Groves from November 2000 through December 2001 was \$0.50. We would be glad to provide copies of our bills for your review. Our daily rate under Missouri American is almost 74% higher than our average daily rate under Webster Groves !! We can assure you that our water service is NOT 74% better. In fact, we would argue it might be worse; we have had two water main breaks near our house within the last few months, and we do not recall a water main ever breaking near our house while Webster was in charge of the water system (we have lived in Webster for almost 6 years).

We have written Missouri-American to protest these charges and all we received from them was a copy of a page of regulations from the Missouri Public Service Commission that Missouri-American said allowed them to charge what they were charging. In my opinion, Missouri-American has not done anything to deserve the right to increase our water bill.



John L. Sheehan

NOV 20 2003

FILE COPY

November 3, 2003

Kevin Totra
305 DeSmet Dr.
Florissant, MO 63031

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

Dear Sir or Madam,

I am writing in regards to the flyer I received in the mail along with my water bill from Missouri-American Water Company. The flyer stated that Missouri-American is proposing a rate increase of approximately \$2.50 each month to your current water bill. I have a comment that I would like to express regarding the rate increase.

My current water bill averages \$38.00 every three month period. The proposed increase of \$2.50 each month would equate to an approximate 20% increase in my quarterly bill. This is absurd! The current rate of inflation is approximate 2.3%. The increase in my water bill should not be more then 8X the current rate of inflation.

With the high unemployment rate and the economy just starting to recover, I feel this high of an increase would more then double the default rate of current water customers of Missouri-American Water Company. I propose a more modest increase on par with inflation, say a 2.5% increase for the year. This would equate to approximately \$3.80 per year, or \$.95 per quarterly bill.

When you break down the amount that Missouri-American Water Company is asking for statistically, you will see that a 20% increase is abnormally high.

I am unsure how my argument against the rate increase coincides with the revised water service tariff sheets that Missouri-American has filed with the Missouri Public Service Commission, but I urge you to reconsider the rate increase and vote in favor of a more modest increase, if any rate increase at all.

Thank you for hearing my concerns.

Thank you,



Kevin Totra

NOV 21 2003

FILE COPY

November 14, 2003

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

RE: Increases for Aquila, Inc. and Missouri-American Water Co.

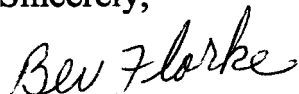
I was very concerned when I sat down to write out my electric bill (Aquila) and my water bill (Missouri-American Water). In both envelopes, I found a notice where both companies want a raise, which would amount to approximately \$13.00 a month.

I am very much opposed to this these raises. I am a widow and my income is very low. I work for the state of Missouri, and as you know, they are in a distressed situation. We do not get raises, etc., but these companies always want to raise their prices every year.

I do hope that you will **deny** both companies the raises that they are asking for.

Perhaps, the companies could **pay** their **upper management** less and I imagine that would cover most of the raises they are looking for.

Sincerely,



Bev Florke
#7 Bluebird Drive
Agency. MO 64401

11.19.03

Madam/Sir: **FILE COPY**

I do wish to secure additional information detailing a 35%+ increase in water service cost increases.

Please mail in a timely -- I'd like to attend a PSC @ 5:00 pm @ St. Louis County on Wednesday, 3 Dec 2003.

Thanks.

NOV 24 2003

1-573-431-8253
1-314-994-7248

North Hayes

Bill & Marilyn Keller

9127 Medallion Court • Saint Louis, Missouri 63126-2538

(314) 842-0869

Office: (314) 772-6505

Office Fax: (314) 772-6508

FILE COPY

November 15, 2003

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

Subject: Missouri American Water 12.2% increase

Dear Public Counsel:

I wish to protest another water rate increase of 12.2% in writing as I am unable to attend the public meeting in Chesterfield, Mo on December 3, 2003.

As a senior citizen on Social Security, I wish to understand why the Missouri American Water Company requires an increase percentage greater than the 2.1% I will be provided by the U.S. Government Social Security Administration? Mrs. Keller and I are getting very tired of seeing necessary items (Gas, Electric, & Water) outstripping the national CPI rate.

Further, we wish to understand why Missouri American requires another increase, after being granted one last year? Do the think our pocketbook is bottomless?

As one who is a retired manager, I would suggest Missouri American Water needs to look inside their organization for cost cutting measures. The sign of good management does not always take the easy way of raising prices.

I urge the Missouri Public Service Commission to deny this rate increase, further order an audit to scrutinize expenses for possible expense savings.

Cordially,

William and Marilyn Keller
Crestwood, Missouri



NOV 24 2003

November 18, 2003

Missouri American Water
535 North New Ballas Road
St. Louis, Missouri 63141

FILE COPY

To Whom It May Concern:

This letter is in response to the statement we received concerning the proposed increase in our water bill. I contacted the Public Counsel and made it clear that we are very much against an increase on our water bill. We are very upset that we are being charged a customer charge on every quarterly bill of \$9.01, whether we use water or not. If I were able to switch water companies, it would have been done a long time ago, right after receiving our first bill, after Florissant sold the water rights to your company. Our water bills have practically doubled since your company took over. I would really like to know if it is legal for a company to charge a company a fee, whether they use there service or not. I would never use a credit card with a fee, some people do, not us. We don't like giving our hard earned money away. You need to reconsider raising everyone's bill. Something is just not right. I believe research needs to be done on some of these charges, that the public has no control over (customer charge, fire hydrant service, service line protection). Since we've had your service, we have yet to see a Missouri Water Truck on our street maintaining anything.

Regretfully,

Glen and Pam Lindemann
1375 Mallard Lane
Florissant, Missouri 63031
314-921-3471

cc:
Missouri American Water
Public Counsel

NOV 24 2003

Ms. Jeannette Petersman
9330 Melanite Dr
St. Louis, MO 63137

314-867-1890

11E COPY

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

re: Missouri American Water
Water Service Utility shuts

Down water bill is
terribly high most
I say me to the
3.50 monthly increase

Please represent me
in this manner as a
taxpayer and resident

Sincerely
Jeannette Petersman

NOV 9 2003

Ata U. Siddiqui
13112 Bellerive Farm Drive
Saint Louis, MO 63141

FILE COPY

The Public Counsel
Missouri Public Service Commission
P O Box # 7800
Jefferson City, MO 65102

November 18, 2003

Ref: Filing my opinion against proposed increase in water service tariff

Dear Counsel,

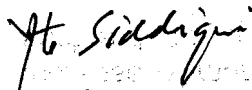
I am responding to the notice about proposal of increase in water tariff by Missouri American Water Company. When I look at the quarterly water bill, I see numerous charges with no explanation whatsoever. I have had called the company to find out about the "minimum usage charge" on top of the actual charges but I did not get explanation. I then wrote a letter to the company with no response for past year and a half.

In their proposal a residential customer like myself will see increase of \$2.50 a month or \$30.00 a year and if you add local and state taxes to that it would be an increase of more than \$37 a year. I do not know how the company can justify such a drastic increase in their tariff.

With increasing cost of living and increasing unemployment I think it would be a huge burden on consumers if the proposal is accepted. I strongly urge you to please ~~to please~~ deny them this proposal and ask them to improve their efficiency and do some cost cutting before thinking of raising the tariff.

Thank you,

Yours truly,


Ata Siddiqui

House
7800

13112 Bellerive Farm Drive

141

ST. LOUIS

NOV 24 2003

Elizabeth E Wilks
3234 Highland
Joplin, MO 64804

F E COPY

November 19, 2003

Office of the Public Counsel
Post Office Box 7800
Jefferson City, Mo. 65102
Dear Sir:

Re: Missouri - American Water Company
Request for Rate Increase

Unfortunately, when the hearings for the rate increase are being held, I will be visiting out of state. However I do want you to know that I am unalterably opposed to an increase in any amount.

I am an elderly widow with a very limited income. Any increase will be a financial hardship for me. But a 12.2% boost? Perhaps Missouri - American needs to take a hard look at their excessive operating costs. Surrounding communities seem to find a way to furnish water to their populations at more reasonable rates.

Thank you for your assistance in this matter

Sincerely,
Elizabeth E. Wilks

NOV 2 2003

PHOTOCOPY 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.

NOV 26 2003

St. Louis County

no increase
absolutely no increase
to all who are
affected
no increase
no increase
no increase

Bolin, Kim

From: O'Neill, Ruth
Sent: Monday, December 01, 2003 1:49 PM
To: Bolin, Kim
Subject: FW: Public Comment for MAW

Kim,
Please take note of this customer response in WR-2003-0500.
Ruth O'Neill

-----Original Message-----

From: Heidi Schoen [mailto:h_schoen@earthlink.net]
Sent: Monday, December 01, 2003 11:51 AM
To: ruth.oneill@ded.mo.gov
Subject: Public Comment for MAW

Ms. O'Neill:

I am contacting you to make a public comment for the Wednesday December 3, 2003 meeting in Chesterfield concerning a rate increase for Missouri American Water. I would like to go on record to oppose a rate increase due to the negligent way a water main break was not taken care of in my neighborhood. For three months, a water main break has created a stream of water 3' wide down the 3500 block of Oxford in Maplewood. I have reported it several times along with others in the neighborhood. The cold weather has turned this large area into a hazardous ice slick.

I want Missouri American Water to earn my trust. Just like you would expect from anyone. First do a good job then ask for a raise!

Heidi Schoen
3621 Oxford Blvd.
Maplewood, MO 63143
314-646-0729

I can not attend the meeting. Please make this comment known at that meeting. Thank you in advance.

Bolin, Kim

From: O'Neill, Ruth
Sent: Monday, December 01, 2003 1:50 PM
To: Bolin, Kim
Subject: FW: Missouri American Water

Kim,
Please note this customer response from WR-2003-0500
Ruth O'Neill

-----Original Message-----

From: Harrison, Kathy
Sent: Monday, December 01, 2003 9:09 AM
To: O'Neill, Ruth
Subject: FW: Missouri American Water

-----Original Message-----

From: Kerwinn Williams [mailto:kerwinn_williams@yahoo.com]
Sent: Monday, December 01, 2003 9:06 AM
To: mopco@mail.state.mo.us
Subject: Missouri American Water

I will not be able to attend the meeting in Chesterfield on Wednesday, December 3, but wanted to include my voice in this request for a rate increase by Missouri American Water.

This increase appears insignificant because of the \$2.50 per month quoted estimate, but I have a major objection to the idea that any company should actively pursue a 12.2 percent increase in revenues while inflation is rising at such a historically low amount. I understand the need to increase fees to continue operations, but to take this much of an increase while individual wage earners are supposed to be happy with a 2 to 3 percent increase is appalling.

How are we supposed to continue as satisfied customers if we know that there is an almost 10 percent difference between what they are receiving compared to what we receive?

I request that the Missouri Public Service Commission reject this request by Missouri American Water. The company should scale back its projections of what is necessary for them to maintain and expand their service to Missouri customers.

Sincerely yours,

Kerwinn L. Williams

1473 Hawkins Meadow Drive
Fenton MO 63026

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