

# APPENDIX A

FILE COPY

November 23, 2003

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

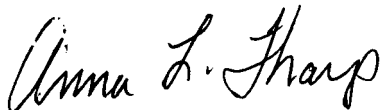
To Whom It May Concern:

Whether this gets read or not, I just want to view my comments on the revised service tariffs that the utility companies are asking for. I do believe that they should have some rate increase but I believe they are asking for too much.

Aquilia wants a 15.5% Missouri-American Water Company wants a 12.2% and I do not have the rate for Missouri Gas Energy but I know it was somewhere in the teens that they are looking for a revised tariff. Our landfill fees have gone up. Everything is going up but not our income.

Saint Joseph is getting to be a retired community. They have lost a lot of good paying jobs here and the younger people are having to go where the work is. So that leaves a lot of people trying to make a living paying rent, medical bills, taxes, and the every day living expenses, trying to exist. I just wanted you to know that as a retired person living on a fixed income that all of the revised tariffs and taxes cut down on the quality of living. It is too bad that some of the utilities cannot monitor their own costs and try to live on a certain amount of money. I am against such big tariff and tax hikes.

Thank you,



Anna L Tharp  
820 Sunset Drive  
Saint Joseph, Missouri 64503

DEC 01 2003

FILE COPY

28 November 2003

To: Missouri Public Service Commission

In regard to: Increase water rates in Warrensburg

Our rates have been increased several times, especially after Missouri American Water Co. bought the water system in St. Joseph. We are paying for that.

The Daily Star Journal printed an article recently on the front page that the Commission stated that our water rate should be LOWERED. Then AMW came out with a rebuttal why they need to raise.

This fall they started digging up many streets and intersections to prove they were needing the raise. In all probability it will not be completed because of weather.

I have lived in my present home (I am a widow) 32 years and the cost of being on the sewer (in the city limits) was added on to purchase price. I am a retired teacher and keep up my property. I paid AMW \$75 this year - extra - in case I had trouble with the line from my house to the street or where the connection is.

I do not mean to sound unreasonable, but we have been had. I do one load of laundry every two weeks, dishwasher once a week, shower quickly, and flush the stool only when I have to. My bill has almost tripled. Always over the minimum

It is not feasible that I can appear at the hearing, so please give us some help and consideration.

I am civic minded and have voted for everything that will benefit the city. as my late father said, "vote for it the first time it comes up it will come up again and the cost will be higher."

Thank you

Kathleen Morse

*Mrs. William L. Morse  
1104 Christopher  
Warrensburg, MO 64093-2041*

Kathleen Morse  
1104 Christopher  
Warrensburg, MO 64093-2041

DEC 01 2003

## NOTICE FILE COPY

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.

*This is way too much  
try case of 11/22*  
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 the 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.

DEC 01 2003

St. Louis County

FILE COPY

November 26, 2003

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

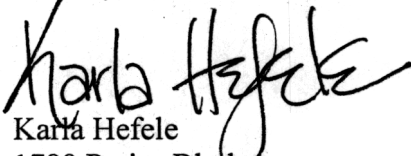
I am writing in opposition of the revised water service tariff sheets for the increase of 12.2 % for the Missouri American Water Company. I am opposed to the additional \$2.50 each month that will be added to my bill.

Due the economic business conditions, I have not had a raise in my job for 3 years and have taken many cuts due to the economy.

The Missouri American Water Company—you would think—would be a “Missouri” company but my payments are sent to Illinois and this company is earned by a German Company. I do not feel that the additional 12.2% that they are going to charge Missouri customers will help any of us out.

Please **DO NOT** approve this increase and allow Missouri American Water Company to earn additional revenue.

Thank you,

  
Karla Hefe  
1789 Praise Blvd.  
Fenton, MO 63026

DEC 01 2003

FII E COPY

105 St. Daniel Lane  
Florissant, MO 63031  
November 26, 2003

Office of Public Counsel  
Post Office Box 2230  
Jefferson City, Missouri 65102

I recently received your notice of a price increase for the Missouri American Water Company.

I have recently moved about four blocks from where I lived for the past 34 years and only since this company took over have my bills become outrageous. They have more than doubled while my family has decreased (children left), and now I see you propose to add another \$2.50 to this.

In short, the price is increasing and the product quality is decreasing. now have a filter in my kitchen because the taste is not what it used to be.

If there is anything else you need from me please let me know. I wish I could be there to verbally voice my opinion but unfortunately I am unable to attend this meeting as my work schedule does not permit it. Please count me as definitely opposing any and all increases.

Yours truly,



Mrs. Joseph (Ocena) Carlo

DEC 01 2003

FILE COPY

Missouri Public Service Commission,  
P.O. Box 7800  
Jefferson City, Mo - 65102,

Dear Sir

Referring to the Missouri American Water notice about the tariff increase I would like to point out that MAW had already imposed a heavy fee on customers by adding the minimum charge to the actual water use charge. This represents a double charge. The minimum charge means that if the quantity of water used is below the minimum required you have to pay the minimum charge. But when the quantity of water used exceeds the minimum quantity, the minimum charge should not be imposed. To make the story short MAW customers are now being double charged as shown on the copy of this bill.

A Customer

Nov 29/03

Patrick & Teresa Finder  
1010 S. Olive  
Mexico, MO. 65265

FILE COPY

Missouri Public Service Commission  
P.O. Box 7800  
Jefferson City, MO. 65102

December 1, 2003

Re: Proposed Rate Increases for Missouri American Water

To Whom It May Concern:

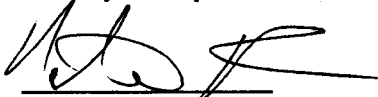
I believe that the Missouri American Water Company's request to have gross revenues increased is not justifiable.

Both the number of jobs available and wages in Mexico, Missouri have been steadily declining for a number of years. Residents of this community are learning to live with less and less every day. Most publicly funded organizations here; utility companies, schools, government entities, health care facilities, etc., are all wanting an increase in monies. The people in Mexico simply have less money now than they have had in the past and can not afford to increase funding for all of these businesses.

Inflation has been practically non-existent over the last few years and so should have very little effect on rates. If Missouri American Water Company has not been able to run their business so as to be profitable, that is a problem of management and not a problem to be dumped on the people of Mexico.

All of us face increasing cost in our lives and in our businesses, but in tough economic times we all learn to tighten our belts. I work in the mental health field and our rates have either held steady or declined for almost fifteen years. Medicaid rates, for example, were set in the late 1980s and have not changed since that time. I do not know why a public funded monopoly like the water company should expect better treatment than individuals in private business.

Thank you for your consideration.

  
Patrick Finder

cc: Senator John Cauthorn  
Representative Steve Hobbs

03 2003



Nov. 30, 03

Dear Sir.

FILE COPY

I'm against any increase of 12.2 percent. I can't understand why you charge a minimum of ~~\$~~\$9.01 before I ever use any water. Florissant didn't charge a minimum charge.

I am very unhappy with your charges

I Jan I got a bill over \$37.79

Then in Feb the bill was \$70.91

The average bill between \$26 - \$30

Alicia Buppen  
410 St Denis  
Florissant, Mo  
6303

DEC 2003

Patrick & Teresa Finder  
1010 S. Olive  
Mexico, MO. 65265

FILE COPY

Missouri Public Service Commission  
P.O. Box 7800  
Jefferson City, MO. 65102

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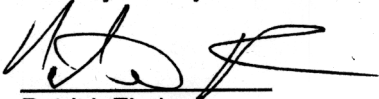
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Thank you for your consideration.



Patrick Finder

cc: Senator John Cauthorn  
Representative Steve Hobbs

DEC 03 2003

FILE COPY

4047 So Diego Street  
Joplin Mo 64804  
June 13, 03

Mo Office of Public Counsel  
P.O. Box 7800

Jefferson City Mo 65162 7800

Dear Sir

The water co. here in Joplin is now owned by German Interest - since they have become owned by them our water bill has doubled

The commission has pretty much become useless saying before the sale they had very little authority to tell them what they could or could not do; as far as prices were concerned.

If they have let a foreign interest come into our country and become owner of our water supply scheme on our state & the other states to let this control go by without more effort on everyone's part our state Legislature as well as any other in charge officials. What will be next our power & Gas Companies?

Our water bill has doubled like I said from the former 7.08 to 14.87.

Our May bill was 7.08 customer charge + \$7.66 usage fee plus 13¢ St Tax making a total of \$14.87 for 1 month. Wire only 2 on 1 meter

JUN 17 2003

Please help get all our utilities under over

central.

As a retired couple and many more  
customers here in Japan & other cities  
surely we need to hold the cost down  
a livable amount

Thanks for any help possible  
Mr & Mrs Robert Telesment  
(417) 781 8076

9/18/03

FILE COPY

re Missouri American Water  
Company hearing  
to increase our water bill

---

Please don't let the water company

have this increase

To raise our bill again  
would truly be a hardship  
We are a middle age couple  
and they keep raising the water  
bills

We don't know how seniors

SEP 2003

(over)

are paying these high prices

Thank you  
for your time

The Millers



Hello

# FILE COPY

9-26-03

I hope you don't give  
the water Co, an increase

It would be nice for  
them, but what about  
us Senior Citizens, we  
barely get by now.

As I write a complete  
roof is being <sup>put</sup> on my home.  
I am 77 almost (Dec). Will I  
get it paid off before I die?  
I doubt it. That \$50.40 yr.  
would buy me some groceries  
That's the only place I can  
cut down. This truly stresses  
me, & I know many others.  
Think <sup>also</sup> of single parents when you  
decide, Please. Margaret Ozenberger  
I was one of those.

SEP 29 2003

FILE COPY

Mr. & Mrs. Dyas Brown  
207 Fulkerson St.  
St. Joseph, Mo 64504

To Who it may concern  
yes I sure would love  
to be able to attend your Public  
Hearing, Oct. 15 2003, at 5:00pm  
in St. Joseph, Mo. At a Council  
Chamber, 1100 Frederick Ave.

The way I understand it,  
is that I, Mr. Brown, can  
attend the meeting. My wife  
is not able to, she is Disable

Sincerely yours  
Mr Brown

JUL 3 2003





THE WESTIN  
PROVIDENCE

FILE COPY

October 6, 2003

Dear Sirs:

This increase in our water bill is ridiculous because we can barely pay the bills as they are now.

Please, oh, please do not allow Missouri American Water to increase our bill another 2.9¢ a month.

Thank you for considering our request.

Yours Truly,  
Richard & Zela Hall  
1518 Calvin Lane  
Jefferson City, MO 65101

phone: 573-636-9159