

Appendix B

Summary of Customer Comments

Missouri Public Service Commission
Public Comments Report WR-2007-0021

Date : 8/15/2006

Public Comment ID.	Utility Type	Company Name	First Name	Last Name	City	State	Public Comments	Office Receiving Comment
P200700200	Water	Aqua Missouri, Inc. (RU)-(Water)	Darlene	Bushjost	Jefferson City	MO	Opposes rate increase. Thinks this is too large of an increase. Her salary doesn't increase this much. Will also hurt people on	PSC
P200700325	Water	Aqua Missouri, Inc. (RU)-(Water)	Peggy	Carl	Ozark	MO	Opposes rate increase. Thinks the increase is too extreme.	PSC
P200700126	Water	Aqua Missouri, Inc. (RU)-(Water)	Reve	Coleman	Warsaw	MO	Opposes rate increase. Is a new property owner- doesn't like billing system because only goes there on the weekend. A full time	PSC
P200700392	Water	Aqua Missouri, Inc. (RU)-(Water)	John	Cuturer	Shell Knob	MO	(Pam) Opposes increase. He feels the pipes are old and the water quality is poor. Lives across from the golf course.	PSC
P200700336	Water	Aqua Missouri, Inc. (RU)-(Water)	Lawrence	Dick	Shell Knob	MO	(Pam) Opposes increase.	PSC
P200700335	Water	Aqua Missouri, Inc. (RU)-(Water)	Brian	Dieterle	Branson	MO	(Pam) Opposes rate increase. Doesn't feel it is necessary. Water usage has not increased.	PSC
P200700272	Water	Aqua Missouri, Inc. (RU)-(Water)	Sandra	Eye	Sedalia	MO	Also commenting on SR-2007-0023. Opposes both rate increases.	PSC
P200700146	Water	Aqua Missouri, Inc. (RU)-(Water)	Cassidy	Flygare	Shell Knob	MO	Opposes rate increase. Other water companies in the area only charge half as much as her company already- shouldn't go	PSC
P200700329	Water	Aqua Missouri, Inc. (RU)-(Water)	Sharon	Gentry	Ozark	MO	(Pam) Opposes rate increase.	PSC
P200700202	Water	Aqua Missouri, Inc. (RU)-(Water)	Claudia	Holt	Ozark	MO	Opposes rate increase. Cust is low income and can't afford this since everything else is increasing- won't be able to make ends	PSC
P200700151	Water	Aqua Missouri, Inc. (RU)-(Water)	James	Howard	Jefferson City	MO	Opposes rate increase.His income doesn't increase at this percent. Homeowners installed this sewer system at their	PSC

P200700416	Water	Aqua Missouri, Inc. (RU)-(Water)	Elma	Hutsler	Warsaw	MO	Opposes rate increase. Thinks proposed increase is too high.	PSC
P200700365	Water	Aqua Missouri, Inc. (RU)-(Water)	George	Jackson	Plato	MO	Ownees a home in Lakewood Manor. Opposes rate increase. Thinks 143.25% increase is too extreme. Thinks it would be	PSC
P200700371	Water	Aqua Missouri, Inc. (RU)-(Water)	George	Jackson	Shell Knob	MO	Size of increase. Water is ok at this time-had a problem but Aqua Mo did something to the line and fixed almost immediately.	PSC
P200700144	Water	Aqua Missouri, Inc. (RU)-(Water)	Kim	Kirkpatrick	Shell Knob	MO	Against rate increase/already high water prices/neighbor has yearly rates of \$150/yr on YY-gets better deal if pays yearly;why	PSC
P200700328	Water	Aqua Missouri, Inc. (RU)-(Water)	David	Long	Ozark	MO	Complained last case - dead end at his property, has water quality problems. Nickle visited, needs another visit. Also object to	PSC
P200700363	Water	Aqua Missouri, Inc. (RU)-(Water)	Gary	Lower	White Branch	MO	(Pam) Opposes rate increase. Water has a film on it after he makes coffee.	PSC
P200700252	Water	Aqua Missouri, Inc. (RU)-(Water)	Elma	Maples	Galena	MO	Against rate increase/on fixed income	PSC
P200700175	Water	AquaSource, Inc.-(Water)	Juliann	Metz	Branson	MO	Opposes rate increase. Thinks that the company is proposing too high of an increase.	PSC
P200700340	Water	Aqua Missouri, Inc. (RU)-(Water)	Ronnie	Perkins	Ozark	MO	Opposes rate increase. Thinks increase would be too high. Not happy with the service he gets from the company. Was out	PSC
P200700368	Water	Aqua Missouri, Inc. (RU)-(Water)	Charles	Reams	Hollister	MO	(Pam) Opposes rate increase.	PSC
P200700323	Water	Aqua Missouri, Inc. (RU)-(Water)	Gene	Tuttle	Branson	MO	Opposes rate increase. Thinks that the increase they are proposing is too extreme. A smaller increase may be more	PSC
P200700337	Water	Aqua Missouri, Inc. (RU)-(Water)	Carol	Watkins	Ozark	MO	Opposes rate increase. Doesn't think the company does anything to need an increase. Thinks that rates are high enough as they	PSC
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	W. L.	Allen	Hollister	MO	See attached.	Both
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Peter J.	Assad	Hollister	MO	See attached.	PSC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Delores	Banta	Shell Knob	MO	See attached.	OPC

Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Owen	Bedtte	Shell Knob	MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	James	Brabec	Shell Knob	MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Don & Ann	Butler	Hollister	MO	See attached.	PSC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Dennis & Lori	Cifor	Shell Knob	MO	See attached.	OPC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Barney	Collins	Ozark	MO	See attached.	OPC
Email			Roosevelt	Crosthwait			See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Richard S. & Mildred	Davis		MO	See attached.	Both
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Michael	Doty	Warsaw	MO	See attached.	PSC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Theresa Sharon	Doyle Gentry	Ozark	MO	See attached.	OPC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Kenneth	Fletcher	Branson	MO	See attached.	OPC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Danny	Fullington	Branson	MO	See attached.	OPC
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Rayhon	Graves	Ozark	MO	See attached.	PSC
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Mrs. Betty	Hartel	Kearney	MO	See attached.	PSC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Dale	Hedrick	Branson	MO	See attached.	Both
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Janet	Hemphill	Shell Knob	MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Leo James	Horvath	Shell Knob	MO	See attached.	Both
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Carl	Jeffries	Ozark	MO	See attached.	OPC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Dick	Johnson	Shell Knob	MO	See attached.	OPC
Email			Mr. & Mrs. John T	Johnson		MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Virginia	Klein	Shell Knob	MO	See attached.	Both
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Susan	Lasiter	Branson	MO	See attached.	Both
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Roy	Lawson	Hollister	MO	See attached.	OPC

Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	David R & Rebecca Jo	Long	Ozark	MO	See attached.	PSC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Lawrence E.	Mahoney	Shell Knob	MO	See attached.	Both
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Patti	Maness	Ozark	MO	See attached.	Both
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	G. A. & Wilma	Martensen	Shell Knob	MO	See attached.	PSC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Dorothy	Martin	Ozark	MO	See attached.	OPC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Naomi & Gary	Martin	Ozark	MO	See attached.	OPC
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	George L.	Mauger, JR.	Hollister	MO	See attached.	PSC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Julie Ann	Metz	Branson	MO	See attached.	OPC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Philip	Nagel	Warsaw	MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Anne & John	Ogle	Shell Knob	MO	See attached.	Both
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Wilma	Overstreet	Warsaw	MO	See attached.	Both
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Bill	Patterson	Shell Knob	MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Roger L.	Reinhard		MO	See attached.	PSC
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Helen	Riddle	Branson	MO	See attached.	PSC
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Diana	Squibb	Fort Smith	AR	See attached.	PSC
Fax	Water	Aqua Missouri, Inc. (RU)-(Water)	Anne	Symington	Hollister	MO	See attached.	Both
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	William	Tangeman	Shell Knob	MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Glenna	Thrasher	Warsaw	MO	See attached.	Both
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Donald	Wagner		MO	See attached.	OPC
Letter	Water	Aqua Missouri, Inc. (RU)-(Water)	Ed & Cherie	Wegener	Shell Knob	MO	See attached.	PSC
Telephone	Water	Aqua Missouri, Inc. (RU)-(Water)	Joyce	White	Shell Knob	MO	See attached.	OPC
Email	Water	Aqua Missouri, Inc. (RU)-(Water)	Troy	Willis	Branson	MO	See attached.	Both