

## Appendix C

### Copies of Customer Letters and Faxes



Peter J. Assad  
2516 Acacia Club Rd  
Hollister Mo  
65672

JUL 31 2006

Reference

Case WR 2007-0021

UTILITY OPERATIONS  
DIVISION

To Whom it may Concern.

This is in reference to  
your notice of the rate increase  
of Agua America RU Inc to  
Riverside Estates, Hollister Mo.  
I have lived in this development  
for 15 years. In that time, I  
have watched my water bills  
go up to the point it is now  
costing me <sup>(+ surch)</sup> between 35-\$90 a  
month for water. Thru the years  
this private well was sold several  
times, we had no water pressure  
or No water. I cannot count the  
times our water has been out. Once  
a whole weekend. They even had  
a truck bring out jugs of drinking  
water. If they would shut off water

we would receive no notice.  
If cooking (tough luck). If no shower  
to go to work or even to brush teeth  
(Tough luck) never an apology etc

I realize a lot of this is not Aqua  
Americas fault. But as we went  
to the River to get water to flush  
a toilet I wondered if they cared  
(after all it was a weekend.)

Another issue is the towns around  
us the average bill for water  
is 20-\$25 and that also is trash  
pick up. We do not have that  
luxury. We have to pay for trash as  
we are in the county.

Most of the people here are  
retired. They are on fixed incomes  
I myself am 70. My house  
sit on the Top Part for Riverside  
Estates. So my pressure is a lot  
lower than the houses ~~at~~ below  
on River

Aqua America is a huge Eastern  
Company traded on the N.Y Stock exchange.  
They are used to people whose  
incomes in the East are higher.

This is the Ozarks where the average  
pay is 7-\$10 an hr or retired

I object to this increase

Peter J. Assad  
2516 Arctic Club Rd  
Hollister, Mo 65672

RECEIVED

AUG 11 2006

UTILITY OPERATIONS  
DIVISION

Dear Sir:

recently I received a letter from my water company - Aqua Missouri 1000 S. Schuyler Ave P.O. Box 152 Kankakee IL 60901-0152 - telling me they were trying to increase my water bill by 100%! I live in a subdivision of trailers. This is not a rich neighborhood! I am 58 years old. I am on Social Security disability. In Feb. my husband passed away. My income for a month is \$900.00. In Jan. my bill was \$59.77 for two people! Feb 32.58 March 1 person who has stopped using her dishwasher I do two loads of laundry a week. I take quick baths and my bill was 22.58. In April my bill was 32.63. In May 39.33. June 32.63. July 31.28 Aug 22.58. They want to double this. My bill is the same or higher than my son, who lives in the city of Ozark, pays for his water, sewer, and trash. I also have to pay 42.00 to have my trash picked up! I have asked them to check my meter, because I think my bill is outrageous. Please do not let these people raise the prices. If they do I will have to buy bottled water go to a laundry mat and maybe take my bath at my sons'. With my meds for my heart, blood pressure, thyroid, anemia, stomach I have very little

Money left. I eat a lot at my Daughters —  
or Son. They are always telling me to come over  
because they think I don't have enough to eat.  
Some times they are right. I eat a lot of 29¢  
mac and cheese and cans of butter beans. I am  
sorry I have to tell you my sob story, but it is  
the only way I know how to let you know I  
cannot pay 40 or 50 dollars for water. PLEASE!  
do not let them rob us.

yours truly  
Rayhon Graves

Dear P.S. Commission,

I was wondering if  
you could have another  
category for us people  
with education homes.

We never use the gallons  
allowed, and many months  
notting at all. Now

about 1000 gal for \$5.00.

Twenty years ago it was  
\$1. — which didn't seem

bad for yr. but 23.91 —

seems a lot for something  
we're not using. Hope you

will consider my Complaint  
Commission Case WR 2007-0021

(over)

Yours Truly,

Mr. & Mrs. Ronald Hartel  
10611 N.E. 172nd St.  
Kearney, Mo 64060

water service at  
479 Bay Shore  
Shell Knob, Mo.

RECEIVED

JUL 28 2006

UTILITY OPERATIONS  
DIVISION

Aug. 1, 2006

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

RECEIVED  
AUG 08 2006

UTILITY OPERATIONS  
DIVISION

Dear Sirs:

On 8 June 2005 we sent you a letter as to a 61% increase in rates. Enclosed is a copy of that letter. A few days later I was contacted by Bill Nichols about the problem. I explained that there was a 2 inch water main that dead ends into my house, which all lines are supposed to be connected so as not to have a stagnant line to a customers home.

When Aqua workers were out to fix a leak at the main water meter, the worker pointed out and then commented about the 2 inch water line to my house. Later the Aqua fieldmen said I don't have a dead end line, but I do. In order to flush out I would have to bear the cost through my meter.

I am opposed to not only the 61% increase, but now this 82.40% increase as well. I feel that I am being ripped off. First the City water is sold to a private entity and then resold to customers. This is double taxation for water and still I have to haul drinking and cooking water as the water is not suitable to drink!

I have just spent another \$120 changing filters and adding a third filter around 6 June 2006. My new filters are full of crap. The sewer line is being installed and I'm told there won't be a trunk line for me and other customers to hook onto. Are we going to out source this out too so it will cost double rates?

On 25 July 2006, the sewer crew broke the water main line. I understand accidents happen and the line was not where it was spotted to be. Now I have a new fitting leaking on my water softener filter system. Now, along with dirty filters I have had to call a technician for repair.

I spoke with to Jim Merciel at PSC this morning to voice my opinion. He said He would get hold of Bill Nichols. I am writing this letter as a follow up.

I would like to have pure, clean water to drink, instead of this filthy trash water I receive.

Thank you,

David R. Long  
Rebecca Jo Long  
P.O. Box 1413  
Ozark, MO 65721  
417) 581-3378

CC: Aqua Missouri  
Office of Public Council

Enclosures: Letter dated 8 June 2005 and pictures of filters removed from water system

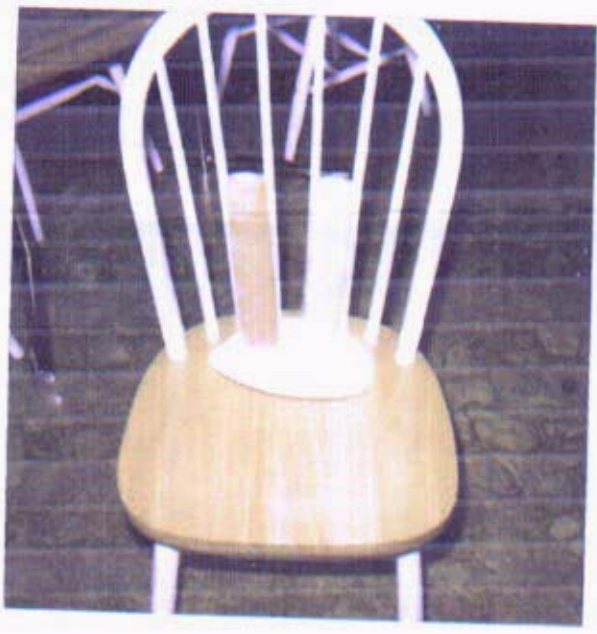


This is 3 different angles of my filter change from  
6 July 06 to 1 Aug 06 This picture does not show as dark  
as filters are but they will give you an idea of the water  
that comes into our house. Would you be happy if this was  
what you received & paid for?



David R. & Rebecca Jo Long  
P.O. Box 1413  
Ozark, MO 65721

417-581-3378



June 8, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

Dear Sirs:

I am opposed to the almost 61% increase in charges for water service! My, that would be wonderful to get such a raise in our jobs!

Updates that were supposed to have been made to our area when Jim Bruton owned the system and sold it, have not been done according to the court order. There is not supposed to be any dead end lines and the water system dead ends right into our home. We get everybody's sludge probably because the water lines are crossing lateral lines. Our water is unfit to drink!

I have had many people in the Dept. of Natural Resources look into our water problems including Ben Pendalun, head of DNR water in Jefferson City. At the time Ben said he knew we had a problem, but for some strange reason the tests always came back OK. Could it be that Big Businesses don't want the word out? When Gwen Hubble was Sanitarium of Christian County, she was told by her government leaders to keep her nose out of Spring Valley water. Well, this water still has a problem and it needs to be fixed!

When I married my new wife in September 2000, she refused to drink the water as it smelled like sewer, as well as tasted awful. She insisted we put in a water system so she could use the water. We put a water system in that has a UV light to kill bacteria in the water, along with two filters, one a sedimentary filter and one a carbon filter. The system costs around \$2,200, of which I certainly should not have had to put in had the water been acceptable to drink. The sedimentary filter is visible through the container and becomes red in color within the first 24 hours changed. No telling what all is getting through these filters to our bodies. My wife also bought a pitcher that has a carbon filter in it and that sits on the counter. All drinking water goes through this also prior to use. She drinks a lot of water on a daily basis, and has become sick at times from what I believe is the water in the house. Even though we have all these filters, sometimes the water still comes through with such stink you could get sick.

No, I do not believe they should increase the costs of water by almost 61% until they get the water fit for human consumption!

Sincerely,

David R. Long  
Rebecca Jo Long  
P.O. Box 1413  
Ozark, MO 65721  
Spring Valley Estates

Cc: Aqua Missouri  
P.O. Box 7017  
Jefferson City, MO 65102

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

August 3, 2006

Office of the Public Counsel  
Attn: Lewis Mills  
P.O. Box 2230  
Jefferson City, Mo 65102

RECEIVED  
AUG 08 2006

UTILITY OPERATIONS  
DIVISION

Re: Case No. WR-2007-0021

Dear Mr. Mills:

I have received the July 21, 2006 "Second Customer Notice" of Aqua RU-Ozark Mountain Service Area regarding their water rate increase request.

Enclosed is a copy of my letter of June 30, 2005 dealing with the above subject. None of my comments/questions have changed. Most of my questions have gone unanswered.

It amazes me how a corporate giant with addresses all across these United States can apply under "small company" rate increase procedures. I'm sure the majority of their income will be reinvested right here in Shell Knob—well, maybe Missouri.

I can't imagine a corporate giant's management cadre, listed on the NYSE, so inept as to purchase our local water system (well) unless as a tax write off—if it truly warrants a 70% rate increase. Conversely, if Aqua RU let the local water system deteriorate to the extent of warranting a 70% increase, what should we anticipate next year? If it didn't deteriorate all at once, why shouldn't any BIG increase be phased in – like, over five years?

Aqua RU's Second Customer Notice comments in part regarding the PSC's conclusion that a 69.43% rate is warranted—"The Company has agreed with the Commission Staff's audit findings and conclusions..." Wow! I would do the same thing if I received that kind of notice from Social Security!

The enclosed newspaper clipping from the Springfield News-Leader trumpets the water rate increase for Aurora, Marionville and Verona. The example indicates the new increase would amount to \$30.62 per month for 6,000 gallons. Based on the chart from Aqua RU, our new rate would be \$43.61 for 6,000 gallons--\$13.09 PER MONTH MORE --or \$157.08 more per year for the same amount of water! Nice!

I would not attend a local public hearing if held. I'm worn out with the entire matter. It's like trying to push a large (corporate) hog away from the trough—its futile!

Sincerely,

  
Enclosures

✓ cc. Public Service Commission  
Attn: Water/Sewer Dept  
PO Box 360  
Jefferson City, Mo 65102

**G. A. Martensen**  
**Wilma J. Martensen**  
Hcr 64, Box 2109-A  
Shell Knob, MO 65747

June 30, 2005

Office of the Public Counsel  
Attn: Lewis Mills  
P.O. Box 2230  
Jefferson City, Mo 65102

Re: Aqua/RU, Inc. -- Ozark Mountain Service Area  
Rate increase request # QW-2005-0009

Dear Mr. Mills:

On June 8, 2005, I received an undated notification of a rate increase request #QW-2005-0009 from Aqua/RU, Inc., doing business as Aqua Missouri, Inc. (Company). The envelope was postmarked June 6, 2005. The notification was unsigned.

The notification states the Company submitted their rate increase request for increases in its annual water and wastewater operating revenues to the Missouri Public Service Commission (Commission) on May 14, 2005. The Company further advised the current rates have been in effect since 1994.

There is a letter in my file from Riverside Utility Company, dated March 17, 1999, announcing they had bought Ozark Mountain Water Company from Jimmie M. Norman of Shell Knob. A subsequent letter in my file from "AquaSource", dated December 6, 1999 states AquaSource bought Riverside Utility in February 1999. The March and February dates are in conflict, but that is what the letters indicate. The enclosed document entitled "Schedule Of Rates" would imply to me Jim Norman's Ozark Mountain Water Company (subsequently Aqua/RU) received a rate increase June 20, 1996—not 1994.

The rate increase request of the Company is so generic, it has little information value for a residential customer. For example, why doesn't their letter show current and proposed changes in their service charges and connection fees?

What changes to the Company's general business practices, customer service practices and tariff provisions might occur?

Why would all the proposed rates be the same for all customers, regardless of the location of their service area? Wouldn't labor and material costs vary by location?

What and where were the "significant capital improvements" referred too? Should the folks in Shell Knob (Barry County) be financially responsible for capital improvements by the Company in Kankakee, Illinois or Atlanta, Georgia?

There is a notice in my file from Aqua Source, postmarked September 7, 2002 stating we would be receiving newly formatted bills. Wow! The Company hired a new billing

Page 2

service, Severn Trent—Avatar Utility Services, Inc. What in the world do I – as a senior residential retiree—need a graph for—charting my last twelve months – by the month—showing water usage—in comparison to the current month? Fire Avatar Utility and send me a postcard showing how many gallons I used and what I owe! Incidentally, the postmark on my monthly water bill is Norfolk, Virginia and I send the check to Danville, Illinois. I would not be surprised if the computer work is outsourced to another country.

I don't have a clue who owns Aqua Source. I asked for a copy of their "rules and regulations" on 3-31-99 when the water company was still owned by Riverside and again on 3-25-04 from Aqua Missouri. Oh yes—I received a letter from PSC (Philadelphia Suburban Corporation) dated August 6, 2003—the largest U.S. based investor-owned water utility stating they bought our water system which was formerly part of Aqua Source.

Please keep in mind, all I want to do is purchase several thousand gallons of water a month at a reasonable price. I'm not interested in funding capital investments in some other state or buying PSC stock via the "WTR" ticker symbol on the NYSE.

The majority of the people in the Shell Knob area are either retirees, like myself—on fixed incomes—or blue collar workers enjoying the luxuries of minimum wages. Please tell the Company for me and my household –if someone guarantees me an 82.16% increase in my operating revenues, I'll be able to meet my current operating expenses and provide an adequate return on my investments!

The Company references one size rate fits all approach –does that include residential and commercial ?

The Company also mentions requested increases in its annual water and wastewater revenues—surely they are not looking for those of us on septic systems to finance sewer systems in metro areas?

Aqua/RU's 82.16% rate increase request is ludicrous!

Sincerely,

G.A. Martensen  
HCR 64, Box 2109-A  
Shell, Knob, Mo 65747

Enclosure

copy: Public Service Commission  
Attn: Water/Sewer Dept  
P.O. Box 360  
Jefferson City, Mo 65102

672 Foggy River Rd.  
Hollister, Mo. 65672

August 1, 2006

Public Service Commission  
ATTN: Water/Sewer Dept.  
P. O. Box 360  
Jefferson City, Mo 65102

RECEIVED  
AUG 07 2006

UTILITY OPERATIONS  
DIVISION

To Whom It May Concern:

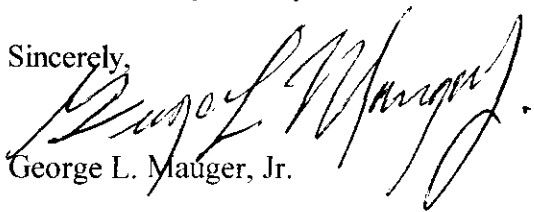
We recently received a notice from Aqua Missouri on the above proposed rate action increase for our water usage. We continue to feel that this increase is too much and should be reconsidered before final approval is given.

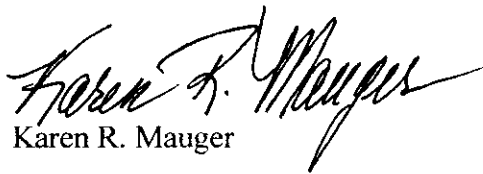
As noted in our first letter to you, the surrounding cities of Hollister, Branson and Forsyth charge at a minimum half of what Aqua Missouri charges for the first five thousand gallons of water and any additional usage above the five thousand gallons. Aqua Missouri stated that it has not had a rate increase since 1994. At that time this was a very small area, population wise, but there has been a steady increase of population, which has meant increased income for Aqua Missouri. We understand that the community it serves shares the expenses for water production, but as an entity that is providing a necessity, we feel that the cost to the public should be reasonable. Aqua Missouri may be a private company but it is part of a larger concern, Aqua America, which is traded on the New York Stock Exchange and in all respects, is considered a public utility. In that context, the proposed rates are not comparable to any of the public utilities in this area.

Water is a necessity for life. If you look at the proposed increase, Aqua Missouri is asking for a huge increase in the amount paid for additional one thousand gallons of water used in comparison to the cities surrounding this area. Please see the enclosed letter for those costs as stated in our original letter concerning the proposed price increase. Those of us who live in the Riverside Estate area should not be penalized with a proposed increase, which makes the cost of water almost two hundred per cent more than any of the surrounding communities. We feel most strongly that the proposed rate increase is not a fair rate.

Thank you for your consideration of our concerns.

Sincerely,

  
George L. Mauger, Jr.

  
Karen R. Mauger

Encl. 1

C.C. Office of the Public Counsel  
Attn. Lewis Miller  
P. O. Box 2230  
Jefferson City, Mo 65102

672 Foggy River Rd.  
Hollister, Mo. 65672

June 15, 2005

Public Service Commission  
Attn: Water/Sewer Dept.  
P. O. Box 360  
Jefferson City, Mo. 65102

Re: QW-23005-0009

To Whom It May Concern:

It is of great concern to my husband and myself that Aqua Missouri, Inc. has made a request for a change in its rate for water usage. As it now stands with a rate of \$22.29 for the first five thousand gallons, that rate is more than double what the current rate is for the city of Branson or Hollister. It is still more than what the rate is for the city of Forsyth and that community voted a rate increase in a citywide election last year. Please see the rates listed below which I got from each of the cities listed this past week.

Branson: \$4.24 first 2000 gal.  
\$1.55 per each additional 1000 gal.

Hollister: \$5.54 first 1000 gal.  
\$1.72 per each additional 1000 gal.

Forsyth: \$9.97 first 1000 gal.  
\$2.72 per each additional 1000 gal.

Additionally, this company does not list what it intends to charge for additional one thousand gallons, but based on current billing, it appears to be almost \$4.00 per thousand gallons.

Until 2003, this company, Aqua Missouri serviced this area with one well, which, as I understood from the Dept. of Natural Resources was not according to the state law. The company was and is required to have a back up well, which they now have. However, I do not feel that it is at all equitable to ask the people who live in this area and are dependent on this company to provide them with one of life's vital necessities, to compensate the company instantaneously. I have never heard of a utility getting a 63% increase, which is what they are requesting with no mention made of what the rate will be for additional 1000 gallons.

We feel that the requested rate hike is prohibitive and while we understand that this private company has had to make a considerable investment with the additional well, we do not feel that the residents of the Riverview Estate Service Area should have to pay the requested sixty three percent rate increase.

Sincerely,

  
Karen B. Mauger  
George L. Mauger Jr.

CC: Office of the Public Counsel, Attn: Lewis Mills



273 Jupiter Way  
Branson, MO 65616

2 August 06

Commission Case #: WR 2007-0021

Public Service Commission  
ATTN: Water/Sewer Dept  
P.O. Box 360  
Jefferson City, MO 65102

RECEIVED

AUG 07 2006

UTILITY OPERATIONS  
DIVISION

TO WHOM IT MAY CONCERN:

A new "Enron-type conglomerate moves into Branson, purchases the water well in Taney Como Acres and immediately sets the wheels in motion to double their income. First, realizing they probably will receive only half of what they request, they made sure to request an obscene, exorbitant amount knowing a year or so later they will push for another increase and surely arrive at the original desired amount-- MONEY IN THE BANK.

Most Taney Como Acres residents are senior citizens and I'm sure some will find it difficult to meet a doubled water bill along with gasoline prices, etc.

Why is this area being charged more than most other Branson areas ???

One area just off Hwy 248 (near K-Mart) has a water well such as ours. Their patrons pay approximately \$168 per year and can use all the water they desire.

Branson charges \$4.25 for the first 2,000 gallons and \$1.55 per thousand after that.

We are already charged \$8.62 for the first 2,000 gallons and \$5.79 per 1,000 gallons after that.

This whole thing smells to high heaven. The previous owner had one person read the meters. Aqua MO sometimes uses two full-grown men riding two 4-wheelers and an Aqua MO truck is frequently seen cruising the area.

I can see the need for a small increase to help cover gasoline costs for meter readers and problems, but for one meter-reader -- not companion 4-wheeler readers. And I certainly don't believe the residents of Taney Como Acres should be required to make up the monetary difference for other Branson residents.

I definitely believe there should be a local public hearing in this case.

Very sincerely,

Helen Biddle

July 28, 2006

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102

Office of Public Counsel  
Attn: Lewis Mills  
P.O. Box 2230  
Jefferson City, MO 65102

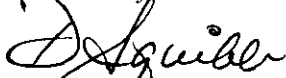
RE: Commission Case No. WR-2007-0021

We are in receipt of your letter dated July 21, 2006. At the top of this letter is the statement: "Second Customer Notice". At the time of our receipt of this letter, we had NOT received any prior correspondence concerning this matter (which would presumably have been the "First Customer Notice").

In any event, in May of 2005, I wrote to Aqua Missouri indicating that we were moving out of the home that receives its water service. I also specified, however, that we intended to keep the water service "on", but that since we were moving out of the state, we were requesting that our billings only include the minimum amount due each month. Aqua Missouri agreed with this request and proceeded to begin billing us for \$8.62 per month and have done so for the past year. Since we still own that residence but in no way use even the minimum of 2,000 gallons of water per month, we feel that the new rate you are requesting is rather disproportionate for our situation. We therefore would appreciate your consideration in keeping our water bill at the present rate.

If this letter is being sent to the wrong recipients, I would be grateful if you would forward it to the proper department. Thank you in advance for your help in this matter.

Sincerely



Diana Squibb  
2609 Brooken Hill Drive  
Fort Smith, AR 72908

Cc: Aqua Missouri

RECEIVED  
JUL 31 2006

UTILITY OPERATIONS  
DIVISION

SECOND CUSTOMER NOTICE

July 21, 2006

RECEIVED  
AUG 07 2006

Dear Customer:

UTILITY OPERATIONS  
DIVISION

On May 17, 2005, Aqua RU, Inc. - Ozark Mountain Service Area (Company) submitted a request for a permanent increase in its current water rates and charges, under the provisions of the Missouri Public Service Commission's small company rate increase procedure. By its request, the Company was seeking increases in its customer rates intended to generate an increase in its annual water operating revenues of approximately 82.16%.

As a result of the Company's request, the Staff of the Public Service Commission (Commission Staff) conducted an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon the results of its audit and investigation, the Commission Staff has concluded that an increase of \$63,540 or 69.43% in the Company's annual water operating revenues is warranted and that certain changes to the Company's system operations and business operations are warranted. The Company has agreed with the Commission Staff's audit findings and conclusions, and has filed tariff revisions to implement those findings and conclusions. A table summarizing the Company's proposed revisions to its rates and charges, and including a monthly customer bill comparison for a residential customer using 5,000 gallons of water, is set out at the end of this notice.

The Office of the Public Counsel (OPC), a state agency responsible for representing the interests of utility consumers before the Commission, has reviewed the results of the Commission Staff's investigation. However, the OPC has not yet taken a final position regarding those results.

Any customer that has questions or comments about the Company's proposed revisions to its rates and charges, or that has comments regarding recent service-related problems, should contact the Commission Staff and/or the OPC, within 20 days of the date of this notice. To do so, please use the mailing addresses, telephone numbers, fax numbers or e-mail addresses shown below, and please include a reference to **Commission Case No. WR-2007-0021.**

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102  
Phone: 800/392-4211  
Fax: 573/751-1847  
E-Mail: [water.sewer@psc.mo.gov](mailto:water.sewer@psc.mo.gov)

Office of the Public Counsel  
Attn: Lewis Mills  
P.O. Box 2230  
Jefferson City, MO 65102  
Phone: 573/751-4857  
Fax: 573/751-5562  
E-Mail: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

Depending upon the responses to this notice, the OPC may request that the Public Service Commission hold a local public hearing, regardless of whether a local public hearing is held, no increase in rates will be implemented without the affirmative approval of the Public Service Commission.



Ed E. Cherie Wegener  
Her 64 Box 2144  
Shell Knob, MO 65747-9509

If I were not as harried as I am - I would rather have constructed a nice formal letter. However - to get to my point - 70-80% rate increase ??!!  
That's out of reason. We need more info to support

Lastly, please be advised that all currently available information regarding the Company's rate increase request may be obtained via the Public Service Commission's Website as follows, and please also note that this information will be updated as the case moves forward.

- \* Go to <http://www.psc.mo.gov>
- \* On that page, click on the "EFIS" button near the top on the right side of the page
- \* On the next page, after reading the disclaimer, click on "I agree to terms above" and then click "Yes" when asked if you want to display the unsecured information
- \* On the next page, click on "Resources" near the top right of the page
- \* On the next page, click on "Case Information"
- \* On the next page, click on "Case Filing/Submission" and then click "Yes" when asked if you want to display the unsecured information
- \* On the next page, check the box to the left of "Case No."; enter WR-2007-0021 in the box to the right of Case No.; scroll to the bottom of the page and click on "Search"
- \* On the next page, click on "WR-2007-0021" and this will bring up a screen that contains all of the documents that have been filed in the case to date
- \* To view a document, click on the number in the "Item No." column

If you have questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at the telephone number listed below.

Sincerely,

Ms. Sherree Gesner  
Customer Service Manager  
1-800-851-1305

Type of Charge	Current Rates	Proposed Rates
Monthly Customer Charge includes 3,000 gallons)	\$ 14.11	\$ 23.91
Usage Over 1,000 gallons (per 1,000 gallons)	\$ 5.84	\$ 9.90
Total Monthly Bill (at 5,000 gallons usage)	\$ 19.95	\$ 33.81