

Appendix D

Copies of Customer E-mails

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]

Sent: Tuesday, August 01, 2006 9:43 AM

To: Russo, Jim; Mills, Lewis

I have two calls to report.

7/31/06 2:45 p.m.

Philip Nagel

PO Box 1523

Warsaw, MO 65355-1523

660-438-2740

Has water service only.

Too much of a raise - small raise would be ok

Meters never installed like promised, nor new water lines or shut off valves.

8/1/06 9:13 a.m.

Theresa Doyle and Sharon Gentry

1555 Lakeland Drive

Ozark MO 65721

417-581-8740

Water service only.

Opposed to rate increase.

No improvements or repairs made.

~~~~~  
*Jere Buckman*

*SCSA*

*Office of Public Counsel*

*200 Madison Street Suite 650*

*PO Box 2230*

*Jefferson City MO 65102*

*573-751-5557*

*jere.buckman@ded.mo.gov*

\*\*\*\*\*

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8/1/2006

515 Foggy River Road  
Hollister, MO. 65672  
July 25, 2006

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

RECEIVED

JUL 27 2006

UTILITY OPERATIONS  
DIVISION

Gentlemen:

Reference Commission Case No. WR-2007-0021

I strongly oppose the rate increase for Acqua Company (Riverside Estates Service Area) for the following reason:

Re: Lot 5, Rinehart and Clark S/D, Hollister, Mo., Taney County, Iowa Colony Rd.

I own the above described lot and have been communicating with Acqua Water Company for several years in an attempt to get a water line to my property. After several contacts with Acqua over a period of 2 1/2 years, I was finally able to verify a utilities easement along the side of my lot and along the side of the lot directly in the back and adjoining my lot.

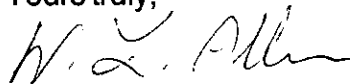
This utilities easement connected directly to the Acqua water line on Poverty Gulch Road. The easement is currently being used by White River Valley Electric, Taney County Sewer District, Cox Cable Television, and Century Telephone. Approximately a year ago, I sent Acqua a letter written and signed by White River Valley Electric granting Acqua permission to use this utility easement. Several months later, Acqua called and briefly stated that White River did not have the authority to allow them the use of this easement.

Although the easement exists and I have signed forms agreeing to pay Acqua the expense of laying the water line and to be responsible for future repairs, Acqua is still unwilling to provide me with a water hook-up to my property.

The Public Service Commission has a file on this request. Any assistance you may provide will be appreciated.

As stated, in view of the above efforts and failure to obtain water to my property, I strongly oppose this rate increase.

Yours truly,



W. L. Allen

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

**Russo, Jim**

---

**From:** Harrison, Kathy [kathy.harrison@ded.mo.gov]  
**Sent:** Thursday, August 03, 2006 3:48 PM  
**To:** Russo, Jim  
**Cc:** Mills, Lewis  
**Subject:** Aqua Missouri

Call in opposition to rate increase:

Delores Banta  
P. O. Box 637  
60 Hummingbird Lane  
Shell Knob, MO 65747  
417-858-6474

"Service not great. On fixed income"

Kathy Harrison  
Administrative Assistant  
Office of the Public Counsel  
(573) 751-5561  
(573) 751-5562 (Fax)  
kathy.harrison@ded.mo.gov

\*\*\*\*\*

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8/3/2006

**Russo, Jim**

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**From:** Buckman, Jere [jere.buckman@ded.mo.gov]  
**Sent:** Thursday, August 03, 2006 1:48 PM  
**To:** Russo, Jim; Mills, Lewis  
**Subject:** Aqua Source WR 2007 0021 call

8/3/2006 1:42 p.m.

Owen Bedtte  
525 Ironwood  
Shell Knob MO 65747  
417-858-2804 after 7:00 p.m.

Has water only service

Agrees a raise is deserved but 69.4% is too much. Service has not improved since Aqua Source took over the company. Aqua Source had to drill a new well but they knew that before they bought the company. Cannot get any service on the weekends. Supposed to call company if need to shut water off but he works during the week and if he needs to do repairs on the weekends he can only hope he doesn't break the shut off valve because Aqua Source wouldn't come out on a weekend.

~~~~~

Jere Buckman

SOCA

Office of Public Counsel

200 Madison Street Suite 650

PO Box 2230

Jefferson City MO 65102

573-751-5557

jere.buckman@ded.mo.gov

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8/3/2006

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Tuesday, July 25, 2006 1:11 PM
To: Russo, Jim
Subject: Aqua Missouri - Shell Knob

James Brabec
HCR 1 Box 4921-9
Shell Knob MO 65747
417-858-0112

Opposed to rate increase.
Originally asked for 80% - now Commission says 70%
His water bill is all messed up. His is close to 0 and his neighbor's is 10x's higher for the past 3 months. Company won't do anything about it. Told him to pay more.

Water quality is poor. Complained last year that there was a very strong chlorine odor. Water not fit to drink. Has filters to be able to use water for cooking.

NOW FOR THE BIGGIE!!!

He informed me that the back of the notice is incorrect!!
In the first column I states monthly charge for 3000 gal is \$14.11. In the second column usage over 1000 gal is \$5.84 - this should be \$2.92.

~~~~~  
*Jere Buckman*

*SOS*

*Office of Public Counsel*

*200 Madison Street Suite 650*

*PO Box 2230*

*Jefferson City MO 65102*

*573-751-5557*

*jere.buckman@ded.mo.gov*

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7/25/2006

**Russo, Jim**

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**From:** Don T. Butler [dontbutler@centurytel.net]

**Sent:** Tuesday, July 25, 2006 10:35 AM

**To:** Water.Sewer

**Subject:** Water rate

Don & Ann Butler  
2154 Acacia Club Rd.  
Hollister, MO 65672  
417 335 3538

We moved to Missouri for retirement. Can't you do something to keep the utility bill at a minim for the retired people in your area.

Thanks for your consideration.

Don & Ann Butler

7/25/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Monday, July 31, 2006 8:21 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: NO to Water Increase

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**From:** Dennis Cifor [mailto:dcifor@cox.net]  
**Sent:** Sunday, July 30, 2006 9:46 PM  
**To:** mopco  
**Subject:** NO to Water Increase

As a home owner in Shell Knob, MO, I vote "NO" to a water increase. The increase includes a sewer charge which does not apply to my neighborhood. My neighbors and I are very concerned about this and need to be heard.

Dennis & Lori Cifor

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7/31/2006



**Russo, Jim**

---

**From:** Buckman, Jere [jere.buckman@ded.mo.gov]  
**Sent:** Monday, August 07, 2006 3:53 PM  
**To:** Mills, Lewis; Russo, Jim  
**Subject:** Aqua Missouri

8/8/06 3:51 p.m.

Barney Collins  
2055 N 14th Street  
Ozark MO 65721

Water service only.

Opposes rate increase.

~~~~~  
Jere Buckman

SOA

Office of Public Counsel

200 Madison Street Suite 650

PO Box 2230

Jefferson City MO 65102

573-751-5557

jere.buckman@ded.mo.gov

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8/8/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Monday, July 24, 2006 2:58 PM
To: Russo, Jim
Subject: FW: case no. WR-2007-0021

FYI

From: frannie crosthwait [mailto:franandjay1@yahoo.com]
Sent: Monday, July 24, 2006 1:45 PM
To: mopco
Subject: case no. WR-2007-0021

My name is Roosevelt Crosthwait, Account number: 85025716-02. I understand your need for a rate increase however, I think that what you are asking for is quite extravagant. I am a retired person on a limited income and generally get around a 3% cost of living per year. With the prices of fuel skyrocketing, subsequently raising all costs for anything that has to be transported, it is getting harder and harder to make ends meet. I hope that the commission is also sensitive to people such as myself. Sincerely, Roosevelt Crosthwait

Do you Yahoo!?
Next-gen email? Have it all with the all-new Yahoo! Mail Beta.

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7/24/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Wednesday, August 09, 2006 8:25 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: case#wr-2007-0021

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

From: Rick Davis [mailto:rdavis@mail.nixa.k12.mo.us]
Sent: Wednesday, August 09, 2006 5:08 AM
To: water.sewer@psc.mo.gov
Subject: case#wr-2007-0021

To whom it may concern,
My parents live at 1951 N 14th street, and they are very concerned about their water bill being practically doubled. Especially since they don't use that much water and are very conservative. They are both retired and are on a fixed income. I can't see anything being doubled unless someone is just trying to make More money.

Sincerly, Richard S. and Mildred Davis
Rick Davis

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Russo, Jim

From: Rick Davis [rdavis@mail.nixa.k12.mo.us]
Sent: Wednesday, August 09, 2006 5:08 AM
To: Water.Sewer
Subject: case#wr-2007-0021

To whom it may concern,
My parents live at 1951 N 14th street, and they are very concerned about their water bill being practically doubled. Especially since they don't use that much water and are very conservative. They are both retired and are on a fixed income. I can't see anything being doubled unless someone is just trying to make More money.

Sincerly, Richard S. and Mildred Davis
Rick Davis

Russo, Jim

From: michael doty [mdpest@iland.net]
Sent: Tuesday, August 01, 2006 7:11 AM
To: Water.Sewer
Subject: rate increase/aqua ru, inc. white branch service area

concerning the rate increase that aqua ru inc/white branch service area/ warsaw mo. is requesting case # wr-2007-0021, i am a small business located on wildcat drive and use very little water, the 16.88 is to high and an increase is not acceptable. these rates are based on a single family residence. i am only here in the office a few hours a day. have one toilet and a small sink. i think you should not charge the same rates for small business compared to full time residence.

thank you
mike doty termite & pest control
michael a. doty
31652 hiway 83/wildcat dr
warsaw mo. 65355
660-438-6280

8/1/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Wednesday, July 26, 2006 2:32 PM
To: Russo, Jim
Cc: Mills, Lewis
Subject: Aqua MO

Kenneth Fletcher
220 Corbin Way
Branson, MO
417-230-6004

Against huge rate increase. Would like to attend a public hearing.

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7/26/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Friday, July 28, 2006 8:58 AM
To: Russo, Jim
Cc: Mills, Lewis
Subject: Aqua MO

Danny Fullington
P.O. Box 7327
Branson, MO 65615
417-231-2186 (c)
417-337-7642 (h)

Against the rate increase for Aqua Missouri been there for 16 years & now all the sudden they come in and raise rates. Not even reasonable 70% increase. We cannot afford this we live on an limited income. This is crazy. Fine until they've bought this water company only have it one year. First 3 months they applied for an increase. Ridiculous.

Taneycomo Acres

VERY AGAINST THIS.

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7/31/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Wednesday, July 26, 2006 9:35 AM
To: Russo, Jim
Subject: FW: Aqua RU, Inc. - LTA Service Area, Request for rate increase

From: Dale Hedrick [mailto:helad1940@centurytel.net]
Sent: Tuesday, July 25, 2006 9:32 AM
To: water.sewer@pcs.mo.gov; mopco
Subject: Aqua RU, Inc. - LTA Service Area, Request for rate increase

We had previously filed a protest to Aqua RU, Inc's initial request for a 152.19% increase in rates, figuring it was their first attempt, and that they would probably come back with a lower request later, thinking the customers might be relieved. It looks like that is what has happened.

Actually, as a former business owner, I have no problem with an increase which is in an amount which is warranted. While they do have more employees (nice guys) running around on four wheelers, my water pressure has not increased and is still unacceptable. If I have my water sprinkler on, and flush a toilet, the sprinkler almost stops running. We have to wait until all internal usage of water is curtailed, before turning on the sprinkler. We have unacceptable water flow to fill a tub while someone else is taking a shower in our home.

We probably would not be questioning a request for some increase, if we were able to see that there would be an increased value which they have or are adding to the operation of our water system. As far as labor and overhead is concerned, the company they bought the business from, was apparently able to make a profit at existing rates. They were not requesting a 152.19% increase, which makes one wonder if we are simply picking-up some portion of overhead costs Aqua RU is generating outside the operation of our system.

If they had come to us first, with a plan explaining how the increased costs they say they need, are going to be utilized, i.e., **New Equipment** required to increase water pressure, **Bonuses** for the executives at the home office, **Money to pay off debt** generated outside the operation of LTA, and etc, the LTA water users would be in a better position to make a decision as to how they feel about the requested increase, or any increase.

I have talked with a large number of my neighbors, and they agree with the premise contained herein. Aqua RU, Inc. could probably gain wide support for an increase, if they were to come to us with their plan and the figures they have generated, so we can see if there is anything in their rate request which is going to benefit us. My suggestion is, better PR, and show us how the increase is slated to be used; and we may support some increase if it makes sense. But, we protest the increase as things now stand.

Sincerely,

Dale A. Hedrick
 340 Caudill Way
 Branson, MO 65616
 H -417-336-3937
 C- 417-231-2685
 Email: helad1940@centurytel.net

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7/26/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Wednesday, August 02, 2006 12:40 PM
To: Mills, Lewis
Cc: Russo, Jim
Subject: Aqua Missouri

Janet Hemphill
259 Rustic View
Shell Knob, MO
417-858-0059

Against such an increase. This is a very high rate increase for this area.

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8/2/2006

Russo, Jim

From: Leo Horvath [jhorvath@mo-net.com]
Sent: Monday, July 24, 2006 2:13 PM
To: Water.Sewer
Cc: Office of the Public Council
Subject: Commission case # WR-2007-0021, Second customer notice

Gentlemen:

I have as yet not seen any justification for the rate increases being asked for in this case. Further, if the rate increases are justified, they should not be allowed to be applied in one fell swoop, but rather should be phased in over a period of several years. Once the total increases are reached, there should be a guaranteed period where no further increases may be applied.

All other things being equal, the quality of the water has not increased from a palatable stand- point. The distinct chemical taste and odor many days during the month has caused me to seek bottled water for some purposes on these occasions.

Sincerely,
Leo James Horvath
HC 1, Box 4024-5
417-858-2714

7/24/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Wednesday, July 26, 2006 4:35 PM
To: Russo, Jim
Cc: Mills, Lewis
Subject: Aqua MO

4:34 pm 7/26/2006
Carl Jeffries
1672 West Valley Dr.
Ozark, MO 65721
417-581-1361

Aqua Missouri rate increase is ridiculous 83% increase is insane. This is just water service with no sewage service. He wanted to voice his opinion--he is against this rate increase.

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7/27/2006

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Thursday, August 03, 2006 3:51 PM
To: Russo, Jim; Mills, Lewis
Subject: Aqua Source call

8/3/2006 3:30 p.m.

Dick Johnson
595 S Millwood
Shell Knob MO 65747
417-858-0557

Opposes the proposed rate. Could agree to a smaller rate increase.
Did some work on the lines and the well. Knew the lines were in bad shape, probably used Gov. grant money.
Shouldn't ask for raise while using grant money. Also, been trying to access EFIS and can't. (I've talked to Rashmi and she is aware of this problem).

~~~~~

*Jere Buckman*  
*SOCA*  
*Office of Public Counsel*  
*200 Madison Street Suite 650*  
*PO Box 2250*  
*Jefferson City MO 65102*  
*573-751-5557*  
*jere.buckman@ded.mo.gov*

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**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Wednesday, August 09, 2006 8:24 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: (no subject)

---

**From:** Brickbev@aol.com [mailto:Brickbev@aol.com]  
**Sent:** Tuesday, August 08, 2006 5:12 PM  
**To:** mopco  
**Subject:** (no subject)

THIS IS TO INFORM YOU THAT WE ARE TOTALLY AGAINST THE RATE INCREASE PROPOSED BY  
AQUA MISSOURI. THANK YOU FOR YOUR CONSIDERATION OF OUR FIRM BELIEFS REGARDING THIS  
MATTER.

MR. AND MRS. JOHN T. JOHNSON

\*\*\*\*\*

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8/9/2006

## Russo, Jim

---

**From:** Mike & Virginia Klein [mvklein83@sbcglobal.net]  
**Sent:** Monday, July 31, 2006 1:15 AM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** Water increase

My Name is Virginia Klein  
My address: Turkey Mountain Estates #2  
Shell Knob, MO

I think this increase is excessive. I am currently paying \$14.11 per month and I don't believe I even use 1000 gallons of water in 1 year. I feel this is not right and hope that you will reconsider as most homes in my area are summer homes and people just aren't using that much water. I feel it would be fair to charge the people that actually use the water and not us poor soles that don't. I find it difficult to write a check for \$14.11 each and every month or \$169.32 per year, when my meter is shut off most of the time. The water is white & foamy and we drink bottled water while in Shell Knob. My question is what am I really paying for?

Thanks,  
Mike & Virginia Klein

**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Monday, July 31, 2006 8:23 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Water increase

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

**From:** Mike & Virginia Klein [mailto:mvklein83@sbcglobal.net]  
**Sent:** Monday, July 31, 2006 1:15 AM  
**To:** water.sewer@psc.mo.gov  
**Cc:** mopco  
**Subject:** Water increase

My Name is Virginia Klein  
My address: Turkey Mountain Estates #2  
Shell Knob, MO

I think this increase is excessive. I am currently paying \$14.11 per month and I don't believe I even use 1000 gallons of water in 1 year. I feel this is not right and hope that you will reconsider as most homes in my area are summer homes and people just aren't using that much water. I feel it would be fair to charge the people that actually use the water and not us poor soles that don't. I find it difficult to write a check for \$14.11 each and every month or \$169.32 per year, when my meter is shut off most of the time. The water is white & foamy and we drink bottled water while in Shell Knob. My question is what am I really paying for?

Thanks,  
Mike & Virginia Klein

\*\*\*\*\*

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**Russo, Jim**

---

**From:** Mlasiter@aol.com  
**Sent:** Tuesday, August 01, 2006 8:57 AM  
**To:** Water.Sewer  
**Subject:** Commission Case No. WR-2007-0021

Attn: Water/Sewer Dept.

We protested the request from Aqua RU for a 152.19% increase. Now, they seem to think an increase of almost 70% is warranted.

Aqua RU, Inc. has not presented its users with any explanation of how the increased costs to its customers will be used. Our water pressure is extremely low at all times of the day and is not acceptable. What is Aqua RU planning to do with the outrageous increase they are requesting. Will there be improvements made to benefit its customers? If Aqua RU would come to their customers with their plans, timetables and monetary figures, Lake Tanecomo Acres customers might see that there is some value to an increase; however, the amount of increase they propose is outrageous.

At the present time, with the information LTA customers have, the increase is not warranted.

Sincerely,

Markos & Susan Lasiter  
592 Caudill Way  
Branson, Mo 65616

8/1/2006



**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, August 01, 2006 9:05 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Commission Case No. WR-2007-0021

---

**From:** Mlasiter@aol.com [mailto:Mlasiter@aol.com]  
**Sent:** Tuesday, August 01, 2006 9:01 AM  
**To:** mopco  
**Subject:** Commission Case No. WR-2007-0021

Attn: Mr. Lewis Mills

Mr, Mills, we protested the request from Aqua RU for a 152.19% increase. Now, they seem to think an increase of almost 70% is warranted.

Aqua RU, Inc. has not presented its users with any explanation of how the increased costs to its customers will be used. Our water pressure is extremely low at all times of the day and is not acceptable. What is Aqua RU planning to do with the outrageous increase they are requesting?. Will there be improvements made to benefit its customers? If Aqua RU would come to their customers with their plans, timetables and monetary figures, Lake Tanecomo Acres customers might see that there is some value to an increase; however, the amount of increase they propose is outrageous.

At the present time, with the information LTA customers have, the increase is not warranted.

Sincerely,

Markos & Susan Lasiter  
592 Caudill Way  
Branson, Mo 65616

\*\*\*\*\*

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8/1/2006

**Russo, Jim**

---

**From:** Mlasiter@aol.com

**Sent:** Saturday, July 29, 2006 6:17 PM

**To:** Water.Sewer

**Subject:** Aqua RU, Inc. LTA Service Area, request for rate increase

We protested the request from Aqua RU for a 152.19% increase. Now, they seem to think an increase of almost 70% is warranted.

Aqua RU, Inc. has not presented its users with any explanation of how the increased costs to its customers will be used. Our water pressure is extremely low at all times of the day and is not acceptable. What is Aqua RU planning to do with the outrageous increase they are requesting. Will there be improvements made to benefit its customers? If Aqua RU would come to their customers with their plans, timetables and monetary figures, Lake Tanecomo Acres customers might see that there is some value to an increase; however, the amount of increase they propose is outrageous.

At the present time, with the information LTA customers have, the increase is not warranted.

Sincerely,

Susan Lasiter  
592 Caudill Way  
Branson, Mo 65616

7/31/2006

**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Monday, July 31, 2006 8:21 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Aqua RU, Inc. - LTA Service Area. Request for rate increase

---

**From:** Mlasiter@aol.com [mailto:Mlasiter@aol.com]  
**Sent:** Saturday, July 29, 2006 6:09 PM  
**To:** water.sewer@pcs.mo.gov; mopco  
**Subject:** Aqua RU, Inc. - LTA Service Area. Request for rate increase

We protest the request from Aqua RU for a 152.19% increase. Now, they seem to think an increase of almost 70% is warrented.

Aqua RU, Inc. has not presented its users with any explanation of how the increased costs to its customers will be used. Our water pressure is extremely low at all times of the day and is not acceptable. What is Aqua RU planning to do with the outrageous increase they are requesting. Will there be improvements made to benefit its customers? If Aqua RU would come to their customers with their plans, timetables and monetary figures, Lake Tanecomo Acres customers might see that there is some value to their request.

At the present time, with the information LTA customers have, the increase is not warrented.

Sincerely,

Susan Lasiter  
592 Caudill Way  
Branson, Mo 65616

\*\*\*\*\*

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7/31/2006

**Russo, Jim**

---

**From:** Buckman, Jere [jere.buckman@ded.mo.gov]

**Sent:** Tuesday, July 25, 2006 1:06 PM

**To:** Russo, Jim

**Subject:** Aqua Missouri - Taney County

Received another call.

Roy Lawson  
198 Groton Street  
Hollister MO 65672  
417-239-2933

Opposed - totally, 100%

They are out of line - rates are too high now.

First they ask for 63% increase, now they will "settle" for 29% increase. Why doesn't the county run the water and sewer? Couldn't they run it for less money? (I didn't have an answer for that one)

~~~~~

Jere Buckman

OSCA

Office of Public Counsel

200 Madison Street Suite 650

PO Box 2250

Jefferson City MO 65102

573-751-5557

jere.buckman@ded.mo.gov

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7/25/2006

Russo, Jim

From: Lawrence Mahoney [lmahoney@plattwis.com]
Sent: Monday, July 31, 2006 3:02 PM
To: Water.Sewer
Subject: Commission Case No. WR-2007-0021

Lawrence E. Mahoney

July 31, 2006 HC 64 Box 2109B Shell Knob, MO 65747

Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

Attn: Water/Sewer Dept.

Again I protest the huge increase that Aqua Missouri Inc. is seeking of 69.43% in its current water rates in Southwest Missouri. This company acquired the water system we are using after the year 2000. If you divide 69% by 7 years that means that they are requesting an increase of 10% per year. During this period of time we certainly have not experienced that kind of inflation and most people have not received that kind of increase in revenue. I think it is very unfortunate that a company can buy an existing business and then go before the Public Service Commission and ask for this kind of increase in revenue and have the Commission staff conclude it is a reasonable change.

I truly believe that the overall revenue that Aqua Missouri, Inc. will receive from the Turkey Mountain Estates #1 area will decrease as it will have a very negative impact on existing homes and new construction. Many areas around Table Rock Lake have a subdivision that has its own water system and most have an annual charge of \$100.00 or less for unlimited water use. I certainly can not recommend someone build with the increase costs that we are facing.

Please remember most residents are retired and many are living on fixed incomes. With the increases we have experienced with energy costs to heat & cool our homes and the price of fuel for our automobiles it seems that the government sector of the USA is no longer interested in having a middle class of citizens.

Please take this under advisement and reconsider this unusual and extreme increase in our water rates.

Sincerely,

Lawrence E. Mahoney

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Monday, July 31, 2006 1:11 PM
To: Russo, Jim
Cc: Mills, Lewis
Subject: FW: Commission Case No. WR-2007-0021

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

From: Lawrence Mahoney [mailto:lmahoney@platwls.com]
Sent: Monday, July 31, 2006 3:02 PM
To: water.sewer@psc.mo.gov
Subject: Commission Case No. WR-2007-0021

Lawrence E. Mahoney

July 31, 2006 HC 64 Box 2109B Shell Knob, MO

65747

Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

Attn: Water/Sewer Dept.

Again I protest the huge increase that Aqua Missouri Inc. is seeking of 69.43% in its current water rates in Southwest Missouri. This company acquired the water system we are using after the year 2000. If you divide 69% by 7 years that means that they are requesting an increase of 10% per year. During this period of time we certainly have not experienced that kind of inflation and most people have not received that kind of increase in revenue. I think it is very unfortunate that a company can buy an existing business and then go before the Public Service Commission and ask for this kind of increase in revenue and have the Commission staff conclude it is a reasonable change.

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Please remember most residents are retired and many are living on fixed incomes. With the increases we have experienced with energy costs to heat & cool our homes and the price of fuel for our automobiles it seems that the government sector of the USA is no longer interested in having a middle class of citizens.

Please take this under advisement and reconsider this unusual and extreme increase in our water rates.

Sincerely,

Lawrence E. Mahoney

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Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Thursday, July 27, 2006 11:34 AM
To: Mills, Lewis
Cc: Russo, Jim
Subject: FW: ATTN: Lewis Mills and Water/Sewer Dept.: Commission Case No. WR-2007-0021

From: Patti Maness [mailto:rubyred963@yahoo.com]
Sent: Thursday, July 27, 2006 11:19 AM
To: mopco; Public Service Commission - ATTN: Water/Sewer Dept.
Subject: ATTN: Lewis Mills and Water/Sewer Dept.: Commission Case No. WR-2007-0021

My name is Patti Maness. I reside at 1407 North 17th Street in Ozark, MO 65721 - Christian County, MO.

I received notification today of a rate increase for Aqua RU, Inc. dba Aqua Missouri for a rate increase for the Spring Valley Service Area.

Although I understand that rate increases have to happen from time to time as inflation increases. This is a fact of life. However, this is going to nearly double the rate of my monthly bill. This is the first time I've written a letter like this. I've read the information at the Public Service Commission's website as referred to in the notification. However, being a layperson, I didn't really understand what I was looking at.

I would like to know if this increase is gradual, or come August we are going to expect to pay double for our previous service. Also, does this have to do with the sewer service they are installing in our area?

Thank you for your time,

Patti Maness
1407 N 17th Street
Ozark, MO 65721
417-429-0347

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7/31/2006

Russo, Jim

From: Patti Maness [rubyred963@yahoo.com]
Sent: Thursday, July 27, 2006 11:19 AM
To: Office of the Public Counsel - ATTN: Lewis Mills; Water.Sewer
Subject: ATTN: Lewis Mills and Water/Sewer Dept.: Commission Case No. WR-2007-0021

My name is Patti Maness. I reside at 1407 North 17th Street in Ozark, MO 65721 - Christian County, MO.

I received notification today of a rate increase for Aqua RU, Inc. dba Aqua Missouri for a rate increase for the Spring Valley Service Area.

Although I understand that rate increases have to happen from time to time as inflation increases. This is a fact of life. However, this is going to nearly double the rate of my monthly bill. This is the first time I've written a letter like this. I've read the information at the Public Service Commission's website as referred to in the notification. However, being a layperson, I didn't really understand what I was looking at.

I would like to know if this increase is gradual, or come August we are going to expect to pay double for our previous service. Also, does this have to do with the sewer service they are installing in our area?

Thank you for your time,

Patti Maness
1407 N 17th Street
Ozark, MO 65721
417-429-0347

7/31/2006

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Wednesday, July 26, 2006 1:27 PM
To: Russo, Jim; Mills, Lewis
Subject: Aqua Missouri consumer call

Dorothy Martin
Box 69
Ozark MO 65721

Opposes rate increase. People in city only pay \$7.70 per 1000 gal and \$2.38 over 1000 gal. Why should she have to pay more. Aqua Missouri purchases water from the city.

Increase is too much.

~~~~~  
*Jere Buckman*

*SOS*

*Officer of Public Counsel*

*200 Madison Street Suite 650*

*PO Box 2230*

*Jefferson City MO 65102*

*573-751-5557*

*jere.buckman@dcd.mo.gov*

\*\*\*\*\*

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7/26/2006

**Russo, Jim**

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**From:** Buckman, Jere [jere.buckman@ded.mo.gov]  
**Sent:** Tuesday, July 25, 2006 8:49 AM  
**To:** Russo, Jim  
**Subject:** Aqua Missouri call

Yesterday (7/24) Kathy Harrison took this call:

Naomi & Gary Martin  
PO Box 691  
Ozark, MO 65721  
417-581-8060

Double is too much.

~~~~~  
Jere Buckman

SOA

Office of Public Counsel

200 Madison Street Suite 650

PO Box 2230

Jefferson City MO 65102

573-751-5557

jere.buckman@dcd.mo.gov

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7/25/2006

Russo, Jim

From: Stratton, Kendelle [kendelle.stratton@ded.mo.gov]
Sent: Tuesday, July 25, 2006 11:45 AM
To: Russo, Jim
Subject: Aqua MO call

Julie Ann Metz called at 10:30 am 7/25/06 regarding Aqua Missouri

334 Caudill Way
Branson, MO
866-863-2382 (home)

She asked for Lewis Mills to call regarding the second customer notice she recieved.

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7/25/2006

Russo, Jim

From: Anne & John Ogle [jogle000@centurytel.net]
Sent: Thursday, July 27, 2006 3:12 PM
To: Lewis Mills
Cc: Water.Sewer; David Sater
Subject: Case No. WR-2007-0021 (Aqua RU, Inc.)

Dear Mr. Mills:

I have just hung up from talking to a very nice young lady in your office. We talked about the above case no. and this is just another ridiculous request by Aqua RU, Inc. request a rate increase that doesn't make any sense. They have now owned the system for nearly two years and nothing has improved, in fact I believe our water pressure has deteriorated from the former owner.

If you would refer to my letter from last year dated June 15, 2005. the conditions are the same except they are asking for an even larger increase. I just received a bill from them for \$55.85 claiming we used 23000 gal. in the last reading period, the average daily use of 793 gal. This seems like a lot of water for 3 person living here. I believe this company is not honest and feel they should have their license to operate in the State of Missouri taken away from them.

Before we pay this kind of rate increase, several of our neighbors and ourselves will put in our own well and therefore bypassing the need to do business with Aqua RU, Inc.

Anne and John Ogle

7/31/2006

Russo, Jim

From: Anne & John Ogle [jogle000@centurytel.net]
Sent: Thursday, July 27, 2006 3:07 PM
To: Water.Sewer
Cc: Lewis Mills; David Sater
Subject: wr-2007-0021

This letter is in reply to the second customer notice dated July 21, 2006.

This is to follow my letter of June 15, 2005. The conditions in that letter are no different now than then, except that it is a year later and Aqua

RU is asking for an even greater increase. That is completely unjustified.

They have done nothing to this system to warrant such an increase, in fact I think our water pressure is even less than before.

I understand that a increase of sort might be warranted but there can't be any support for such an increase. They have only owned the system for approximately two years, so their trying to justify the fact that they haven't had an increase since 1994 does not hold water.(Maybe they Enron no. 2)

They are only involved with water, not sewer,so any way they look at this, unless they are cooking the books can they justify such a cost increase. (I was involved with the construction of our local senior center and we asked them for a quote to service the system and do reports to DNR and they were over twice the other quotes. Plus they were very slow in even giving us the quote.

Before several of our neighbors and ourselves will be treated this way we will put in our own well and take our usage away from them.

My personal feeling to be polite is that this company should have their license operate in the State of Missouri taken away from them.

Anne and John Ogle

7/31/2006

Russo, Jim

From: Judy Miller [jamiller_37@yahoo.com]
Sent: Monday, July 31, 2006 8:11 AM
To: Water.Sewer
Cc: mopco@ded.mo.gov
Subject: water service Whitebranch Warsaw Missouri

Dear Sirs,

I am a 75 year old, single female on a fixed income. I bought my house in the Whitebranch housing addition, in Warsaw Missouri, 11 years ago. My water service has been day to day. Sometimes there is enough pressure to take a shower and rinse the soap off and sometimes there isn't. Sometime the water is clear and sometimes it is brown and smelly. I do not drink the water. During the summer when vacationers are here, usually means less water pressure. Sometimes it is fine for several months and just when you are getting used to it, there it goes again. For the last several years we have had a gentlemen that trys to keep it up and running as best as possible, much better than before. There may be a need for a raise in the rates to repair what needs fixed, but after years of it staying the same, you wonder if it will really get fixed. To double our bill all at once with no gaurentees, is not an acceptable idea to me.

Thank you,

Wilma Overstreet
31245 Pebbles Ave.
Warsaw, MO 65355

Yahoo! Music Unlimited - Access over 1 million songs. [Try it free.](#)

7/31/2006

Russo, Jim

From: Buckman, Jere [jere.buckman@ded.mo.gov]
Sent: Thursday, July 27, 2006 2:24 PM
To: Russo, Jim
Cc: Mills, Lewis
Subject: Aqua Missouri

John Ogle
HC1 Box 4024-20
Shell Knob MO
417-858-3076

Ridiculous request. Totally opposed. If rate increased passed going to dig his own well. No improvement in service since company took over. Just received a bill for \$55 and he doesn't believe that he used 29,000 gallons of water last month. Contacted us last year about this same issue of rate increase. Feels the company is "crooked".

~~~~~  
*Jere Buckman*

*SOA*

*Office of Public Counsel*

*200 Madison Street Suite 650*

*PO Box 2230*

*Jefferson City MO 65102*

*573-751-5557*

*jere.buckman@ded.mo.gov*

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7/31/2006

**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Monday, July 31, 2006 8:23 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: water service Whitebranch Warsaw Missouri

---

**From:** Judy Miller [mailto:jamiller\_37@yahoo.com]  
**Sent:** Monday, July 31, 2006 8:11 AM  
**To:** water.sewer@psc.mo.gov  
**Cc:** mopco  
**Subject:** water service Whitebranch Warsaw Missouri

Dear Sirs,

I am a 75 year old, single female on a fixed income. I bought my house in the Whitebranch housing addition, in Warsaw Missouri, 11 years ago. My water service has been day to day. Sometimes there is enough pressure to take a shower and rinse the soap off and sometimes there isn't. Sometime the water is clear and sometimes it is brown and smelly. I do not drink the water. During the summer when vacationers are here, usually means less water pressure. Sometimes it is fine for several months and just when you are getting used to it, there it goes again. For the last several years we have had a gentlemen that trys to keep it up and running as best as possible, much better than before. There may be a need for a raise in the rates to repair what needs fixed, but after years of it staying the same, you wonder if it will really get fixed. To double our bill all at once with no gaurentees, is not an acceptable idea to me.

Thank you,

Wilma Overstreet  
31245 Pebbles Ave.  
Warsaw, MO 65355

---

7/31/2006



**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, July 25, 2006 3:15 PM  
**To:** Russo, Jim  
**Subject:** Aqua MO

Bill Patterson  
HCR 3, Box 3512  
Shell Knob, MO 65747  
417-858-6788

7/25/2006 1:00 pm

Mr. Patterson feels it is stupid to have a rate increase and feel the service will be no better.

\*\*\*\*\*

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7/25/2006

**Russo, Jim**

---

**From:** Roger Reinhard [roger072@centurytel.net]  
**Sent:** Wednesday, August 02, 2006 4:38 PM  
**To:** Water.Sewer  
**Subject:** Aqua RU, Inc

Dear Public Service Commission:

In reference to Commission Case No. WR-2007-0021, the customers in this area are mostly retirees on fixed incomes. A 69.43% rate

increase would be a financial burden to us. Please consider this exorbitant increase before your final decision.

Thank you,

Roger L. Reinhard

8/3/2006

573-751-1841  
573-751-5562

To: Public Service Commission  
Attn: Water/Sewer Dept.

Office of the Public Counsel  
Attn: Lewis Mills

From: Anne Symington

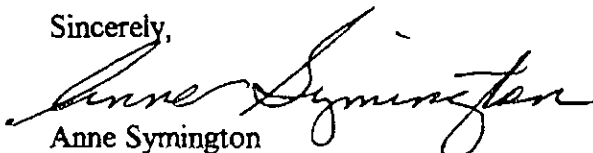
Date: August 10, 2006

RE: Riverside Estates Service Area—Raise in Water Rates—Per your  
Customer Notice on July 21, 2006

I would request that you call a local public hearing regarding the water rate increase requested. The rates proposed are very unreasonable for this area and far exceed rates charged by other water districts in this area.

It is hard to understand their reasoning!!!

Sincerely,



Anne Symington  
406 Foggy River Road  
Hollister, Taney County, MO  
65672

**Russo, Jim**

---

**From:** T & J Marine [tjmarine@centurytel.net]

**Sent:** Monday, July 31, 2006 2:38 PM

**To:** Water.Sewer

**Subject:** Case #WR-2007-0021

That price increase is way to steep,that is double the price we are paying now!!!

8/1/2006

**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Monday, July 31, 2006 12:24 PM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** Aqua Missouri

7/31/2006 12:20 p.m.  
William Tangeman  
322 Echo Street  
Shell Knob, MO  
Turkey 2  
65747  
(417) 858-0550

He is against the rate increase. How can an outfit like this have such a raise? We have no sewer line and we are on septic system. They keep buying up small water companies and asking for rate increases. They never notify us when they shut off water, they never check for leaks, we have to call. We never see representatives.

\*\*\*\*\*

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7/31/2006

**Russo, Jim**

---

**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, August 01, 2006 8:27 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Commisson Case WR-2007-0021

---

**From:** Glenna Thrasher [mailto:glennat@socket.net]  
**Sent:** Monday, July 31, 2006 6:20 PM  
**To:** water.sewer@psc.mo.gov; mopco  
**Subject:** Commisson Case WR-2007-0021

I would like to go on record stating that I oppose the pending proposed rates requested by The Aqua RU Company serving the White Branch Service Area. Most of the residents are retired and on fixed incomes and can not afford such an outrageous increase. Please consider this when discussing the matter. I would understand a small, and I mean a small increase, but, \$13.05 in a bit much. Thank you in advance. Glenna and Darrel Thrasher, White Branch Water Service customers.

\*\*\*\*\*

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8/1/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, August 01, 2006 8:27 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Case WR-2007-0021

---

**From:** Glenna Thrasher [mailto:glennat@socket.net]  
**Sent:** Monday, July 31, 2006 6:23 PM  
**To:** water.sewer@psc.mo.gov; mopco  
**Subject:** Case WR-2007-0021

I would like to take this opportunity to ask the commission to reconsider the propsed water service increase. A \$13.05 increase is more than most retired person would be able to pay. Please consider this when making your decision. Jack and Dina Williams.

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**Russo, Jim**

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**From:** Glenna Thrasher [glennat@socket.net]

**Sent:** Monday, July 31, 2006 6:23 PM

**To:** Water.Sewer; mopco@ded.mo.gov

**Subject:** Case WR-2007-0021

I would like to take this opportunity to ask the commission to reconsider the proposed water service increase. A \$13.05 increase is more than most retired person would be able to pay. Please consider this when making your decision. Jack and Dina Williams.

8/1/2006



**Russo, Jim**

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**From:** Glenna Thrasher [glennat@socket.net]

**Sent:** Monday, July 31, 2006 6:20 PM

**To:** Water.Sewer; mopco@ded.mo.gov

**Subject:** Commisison Case WR-2007-0021

I would like to go on record stating that I oppose the pending proposed rates requested by The Aqua RU Company serving the White Branch Service Area. Most of the residents are retired and on fixed incomes and can not afford such an outrageous increase. Please consider this when discussing the matter. I would understand a small, and I mean a small increase, but, \$13.05 in a bit much. Thank you in advance. Glenna and Darrel Thrasher, White Branch Water Service customers.

8/1/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Monday, August 07, 2006 8:32 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Aqua Rate Increase WR-2007-0021 Attn Lewis Mills

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**From:** don-jeri wagner [mailto:dwjw@centurytel.net]  
**Sent:** Sunday, August 06, 2006 6:59 PM  
**To:** mopco  
**Subject:** Aqua Rate Increase WR-2007-0021 Attn Lewis Mills

First, let me thank the Public Counsel for calling for public hearings for the increase sought by Aqua RU, Inc. The Public Counsel states that when "an increase of this magnitude is under consideration" there should be public hearings. The only unfortunate aspect of this statement is it is missing the modifier "ridicules" in front of magnitude.

I question the logic of approving such large increase supposedly based on Cost of Service figures from Aqua. The expenses listed obviously are not developed on the actual expenses of each system. I refuse to believe that the Office Supplies expense for the Lakewood Manor-Water System, for example, has actually been tracked and recorded as the actual amount used for the 34 users in that System. There must be some allocation method from expenses of a larger entity. Therefore, are the Cost of Service expenses highly inflated amounts allocated to the Systems in this rate case!

Public Hearings are nice but it takes experts to examine aspects like the above for this rate case and, apparently, we cannot rely on the Public Service Commission to do their job in this area. Hopefully, the Public Counsel can institute and investigate a thorough review of the actions of the Public Service Commission.

Thank You,

Donald Wagner

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8/7/2006

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, August 01, 2006 1:56 PM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** Aqua Missouri

8/1/2006 1:55 pm

Joyce White  
343 Echo Street  
Shell Knob, MO 65747  
417-858-6112

\*\*\*69.43% increase on water is the same increase they were asking for last year it's not just water it's water & water waste. We only water no sewer is offered in my area. Everyone on their own septic system which they have to pay for and maintain. Against the rate increase. This is a retirement community they would never use 5,000 gallons of water which they say they will give. Maybe a 10% increase if anything. They do not check for leaks or replace any lines, they simply repair lines and we have to call and report leaks. The Company is trying to get us to pay for other cities water systems.

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8/1/2006

**Russo, Jim**

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**From:** Troy Willis [TroyWillis850@msn.com]  
**Sent:** Monday, July 31, 2006 4:35 PM  
**To:** Water.Sewer  
**Cc:** mopco@ded.mo.gov  
**Subject:** Aqua RU, Inc. - LTA Service Arrea, Request for rate increase

I question the 68.73 percent rate increase as it is not commensurate with Aqua RU, Inc. performance since purchasing the water responsibility in Taneycomo Acres. First and foremost is our water pressure. At high demand times (between 6 a.m. until 9 a.m.) the water pressure varies so much and from day to day which is unacceptable. Pressure is dependant on who is watering yards, taking showers, flushing toilets, washing cars, etc. I complained about this problem and someone came and tested the pressure at about 2 p.m. when no one is performing the preceding mentioned activities--of course water pressure was in required range, go figure.

So why should I be happy about a rate increase when this company has failed to solve the existing problems in the subdivision? If bigger or better equipment would have been installed to solve this problem this would have been at least some justification for a rate hike. I desire acceptable water pressure at peak usage... the water pressure at other times will then be acceptable.

For the readers information, I purchased my home when it was new about twelve years ago. This pressure problem coupled with water line breakage on a frequent basis has caused a lot of problems with my plumbing which includes cleaning out the sand residue from four toilets each and every time a line breakage occurs.

Many of my neighbors have the same problems that I have spoken to and would like to have Aqua RU, Inc. give us plans to correct the problems existing in our subdivision and the cost to cure the problems. We are reasonable people...just don't appreciate a rate increase throw at us with problems still existing that have existing for at least 12 years that I am aware.

Therefore, I am using this letter to protest the rate increase as matters now

stand.

Respectfully submitted,

Troy J. Willis  
655 Caudill Way  
Branson, MO 65616  
Tel (417) 337-7072

**Russo, Jim**

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**From:** Stratton, Kendelle [kendelle.stratton@ded.mo.gov]  
**Sent:** Tuesday, August 01, 2006 8:27 AM  
**To:** Mills, Lewis  
**Cc:** Russo, Jim  
**Subject:** FW: Aqua RU, Inc. - LTA Service Arrea, Request for rate increase

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**From:** Troy Willis [mailto:TroyWillis850@msn.com]  
**Sent:** Monday, July 31, 2006 4:35 PM  
**To:** water.sewer@psc.mo.gov  
**Cc:** mopco  
**Subject:** Aqua RU, Inc. - LTA Service Arrea, Request for rate increase

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Respectfully submitted,

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