

Appendix E

Results of Staff Investigations

M E M O R A N D U M

TO: Jim Russo
FROM: Bill Nickle
RE: Peter J Asoad ? Complaint Case No.QW-2005-0009
DATE: August 9, 2006

The majority of the service complaints are about incidences that happened prior to Aqua R/U ownership. Any problems with pressure were solved with the construction of a new well and tank. I explained to Mrs. Asoad the rate case procedure and the function of OPC.

MEMORANDUM

TO: Jim Russo
FROM: Bill Nickle
RE: James Brabec Complaint Case No.QW-2005-0009
DATE: August 10, 2006

I asked Mr. Brabec for a glass of water, I could not smell chlorine; the water was clear and tasted good. I explained the rate case procedure and the function of OPC. The company told him that it had corrected his bill. He thinks the rate increase should be phased in over two years.

MEMORANDUM

TO: Jim Russo
FROM: Bill Nickle
RE: Dennis Cifor Complaint Case No.QW-2005-0009
DATE: August 9, 2006

I was unable to contact Dennis as the Shell Knob residence is a vacation home. His permanent home is in Kansas.

MEMORANDUM

TO: Jim Russo
FROM: Bill Nickle
RE: Dale Hedrick Complaint Case No.QW-2005-0009
DATE: August 8, 2006

At 7:45 am today I checked the pressure at the Hedrick residence, the pressure was 58 psi. When a hose bib was turned on the pressure dropped 25 psi. I explained that the pressure drop was caused by the house piping. He then stated that his main problem was the City of Branson and that the City charged him a sewer charge on the water used to fill his pool and to water his lawn. I also explained the rate case procedure about OPC.

MEMORANDUM

TO: Jim Russo
FROM: Bill Nickle
RE: Virginia Klein Complaint Case No.QW-2005-0009
DATE: August 9, 2006

Yesterday I talked to Mike Klein about the water service to his summer home on Table Rock Lake. I explained that the white and foamy appearance of the water was entrained air caused by the use of hydro pneumatic tanks to provide pressure and the new standpipe would eliminate this. I also explained that the water was safe to drink and that bottled water was not regulated.

I explained the rate procedure and the function of OPC. The Klein residence is in McPherson Kansas and their telephone number is (620) 241 - 8363

MEMORANDUM

TO: Jim Russo
FROM: Bill Nickle
RE: John Ogle Complaint Case No.QW-2005-0009
DATE: August 9, 2006

I inspected the meter with John and explained the leak detect dial. He did not have his bill so I could not determine if the meter had been misread. I explained the rate case procedure and the function of OPC. I also explained that it was not economical to have a well drilled.

MEMORANDUM

TO: Jim Russo
FROM: Bill Nickle
RE: William Tangeman Complaint Case No.QW-2005-0009
DATE: August 9, 2006

I explained the rate case procedure, that the sewer increase did not apply to this system, and the function of OPC. He seemed satisfied with this portion of his complaint. As for his complaint that he never sees company employees the well is checked each weekday, samples are taken, and meters read monthly. The water loss would reflect whether the leak program is adequate. The company needs to contact customers prior to scheduled shutdowns.

MEMORANDUM

TO: Jim Russo
FROM: Bill Nickle
RE: Troy Willis Complaint Case No.QW-2005-0009
DATE: August 8, 2006

At 7:25 am today I checked the pressure at the Willis residence and at a frost free hydrant within two feet of his water meter. The pressures were 38 psi and 58 psi respectively. His complaint stated that between 6:00 am and 9:00 am were the low pressure periods. He stated today that when his yard sprinkler system was on and water was being used in the house the pressure was low. He further stated that he had lived there twelve years. To my knowledge his complaint of last year when the first rate case notice was sent was his first complaint.

MEMORANDUM

TO: James Russo- Rate and Tariff Examination Supervisor

FROM: Jerry Scheible, P.E.- Utility Regulatory Engineer

REGARDING: Curtis Fox
Case No. WR-2007-0021 (Whitebranch)
Aqua Missouri, Inc. Rate Increase Request Second Customer
Notification Response

DATE: August 16, 2006

Mr. Fox contacted me directly by email first in response to the initial Customer Notification, and again in response to the second Customer Notification. He requested more detailed information on how rates are set by the Commission. I spoke to Mr. Fox on the phone on August 4, 2006 and explained the process, which satisfied his concerns.

He then mentioned that a wet area appeared in his yard approximately two years ago that Aqua Missouri investigated and determined to not be a leak on their distribution system. Mr. Fox requested that I visit his property when I am next in the vicinity, which I will do outside of the context of the rate case.

MEMORANDUM

TO: James Russo- Rate and Tariff Examination Supervisor

FROM: Jerry Scheible, P.E.- Utility Regulatory Engineer

REGARDING: Wilma Overstreet
Case No. WR-2007-0021 (Whitebranch)
Aqua Missouri, Inc. Rate Increase Request Second Customer
Notification Response

DATE: August 16, 2006

Ms. Overstreet sent an email comment concerning water quality and pressure problems in the past. She comments that service is much improved in the "last several years." No phone number was given for contact.

The Whitebranch service area formerly had pressure and quality problems routinely, but the addition of a standpipe for storage and pressure and main replacement projects have significantly improved the water service.

I sent a comment letter in response on August 16, 2006, letting her know to contact me directly to discuss specific service issues.