

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of Indian Hills Utility Operating )  
Company, Inc.'s Request for an Increase )

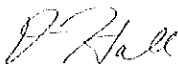
**WR-2017-0259**

**NOTICE OF COMMUNICATION**

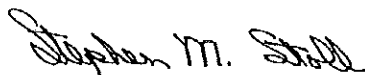
Issue Date: May 12, 2017

This notice is being filed on behalf of the Commissioners at the Missouri Public Service Commission (Commission) who received the attached email correspondence regarding the above referenced case.

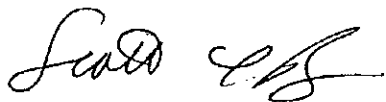
The Commission has promulgated rules denoted as the "Standards of Conduct" at 4 CSR 240-4.010 and 4.020. Section 4 CSR 240-4.20 specifically deals with Ex Parte and Extra-Record Communication Rules. This notice is filed in conformance with the rule.



Daniel Y. Hall  
Chairman



Stephen M. Stoll  
Commissioner



Scott T. Rupp  
Commissioner



William P. Kenney  
Commissioner



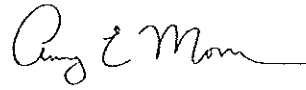
Maida J. Coleman  
Commissioner



Rachel M. Lewis  
Advisor to Commissioner Kenney



Charlene R.M. Ketchum  
Advisor to Commissioner Coleman



Amy E. Moore  
Advisor to Chairman Hall



Alex Antal  
Advisor to Commissioner Rupp

Dated at Jefferson City, Missouri  
On this 12<sup>th</sup> day of May, 2017

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Thursday, May 11, 2017 2:29 PM  
**To:** Ziegler, Erica  
**Subject:** FW: Not Happy Indian Hills Utility Operating Company

**From:** [REDACTED]  
**Sent:** Thursday, May 11, 2017 2:16 PM  
**To:** Hall, Daniel  
**Subject:** Not Happy Indian Hills Utility Operating Company

Hello,

I have a vacation home at the Indian hills in Cuba, 427 Lakeshore. I want to let you know about the new water company, about their billing system. One month I did not receive an invoice (I guess lost in the mail), within a week late they come to turn off my water. When I came in I noticed that I had no water so I called the water company to see what happened to my water. They did not call me back over 6 hours, by this time I spoke with neighbors I found out my water was shut off. They did not call back so I went out to turn my water back on. I wanted to let you know that the new water company is fast to turn off water but not call you back if you have a problem. I cannot believe that this water company is wanting to raise the price of water. We are all on fixed incomes and cannot afford these costs.

Thank you for your time

Sandy & Peter Allen

[REDACTED]

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Thursday, May 11, 2017 10:43 AM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** FW: Concerning case WR-2017-0259 (Indian Hills Utility Operating Company, Inc. - water)  
**Attachments:** IH water concern.pdf

Daniel Y. Hall  
Chairman  
Missouri Public Service Commission  
(573)751-3243 (p)  
(573) 526-7341 (f)  
[Daniel.hall@psc.mo.gov](mailto:Daniel.hall@psc.mo.gov)

**From:** Steve Barreca [REDACTED]  
**Sent:** Thursday, May 11, 2017 2:15 AM  
**To:** Hall, Daniel; Stoll, Steve; Kenney, Bill; Rupp, Scott; Coleman, Maida  
**Subject:** Concerning case WR-2017-0259 (Indian Hills Utility Operating Company, Inc. - water)

Please see attached pdf letter concerning Indian Hills Utility Operating Company, Inc. - water. (case WR-2017-0259)

Thanks for your time,  
Steve Barreca  
[REDACTED]

CASE WR-2017-0259

To whom it may concern,

We have lived in Indian Hills for more than 26 years and have had many challenging issues concerning our water service. Our rates have fluctuated from \$7 - \$15 month. We have also had to spend an extra \$25 per month on drinking water. This amounts to an average of \$36 per month or so for water expenses.

The Indian Hills Utility Operating Company now promises to upgrade our system so we can have drinking water and more stable facilities. This sounds great, but it has one major flaw. It is unrealistic to expect residents of this area to be able to afford an 800% monthly increase in water rates. Our rates would be around \$80 per month for what we can already get for \$36!

There is no upgrade that justifies this amount of an increase. This monthly rate will drive away current residents and stagnate growth in our area. If they really want improvement, this needs to be a series of one-time charges with results, not an ongoing fee that never goes down. I know monthly rates do not decrease and this whole situation is a scam. This creates a nice monopoly for the Indian Hills Utility Operating Company and they will be set up to take advantage of our situation. There will be no incentive to do the job correctly because the monthly fee will roll in no matter what gets done.

Please do what you can to protect our community from this ridiculous scheme and do not allow the Indian Hills Utility Operating Company to hurt any growth we have towards a future in this community.

Sincerely,

Steve Barreca

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]