

Sunday, February 11, 2018 1:52 PM

Missouri Public Service Commission
Governor Office Building
200 Madison Street Suite 700
P.O. Box 360
Jefferson City, Mo. 65102

Attn: Daniel Hall, Chairman

Dear Sir,

I'm writing regarding the water rate increase by American Water Company in the subdivision of Saddlebrooke Missouri. I was out of town when the informative meeting was held in Branson so have only been informed by neighbors and news articles on KY-3 T.V. If I quote something incorrect it's that I have been misinformed. The new rate American Water is asking for is \$6.29 per 1000 gal., almost double the present rate. If this rate was instigated it would be an enormous one time increase that I'm certain cannot be truthfully justified. I've been told they want to make many of the areas they service the same price point. My thoughts on that are that the areas with better equipment are paying to upgrade the more out of date areas. This, of course, is to American waters advantage as they are getting improvements paid for by the customers in good areas needing no updating at this time. This, in turn, increases the value of their company and they have manipulated their customers to their benefit.

Even though I only have 3 years experience with this company It seems to me they are much more interested in their bottom line than providing a public service for a reasonable rate. My rating for this company on a scale of 1-10 would be a 2. This from my experience as a customer and their handling the situation.

In summary, I think this is an outlandish increase in rates, probably unnecessary if the truth were known, done mainly for the benefit of the American Water Company and their bottom line. We're hoping the Public Service Commission will disallow such an increase.

Sincerely,