

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

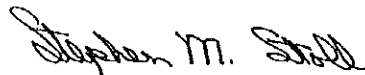
Issue Date: May 24, 2017

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.

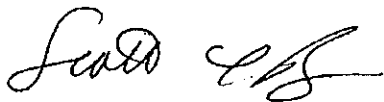
The Commission has promulgated rules denoted as the "Standards of Conduct" at 4 CSR 240-4.010 and 4.020. Section 4 CSR 240-4.20 specifically deals with Ex Parte and Extra-Record Communication Rules. This notice is filed in conformance with the rule.



Daniel Y. Hall  
Chairman



Stephen M. Stoll  
Commissioner



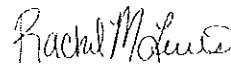
Scott T. Rupp  
Commissioner



William P. Kenney  
Commissioner



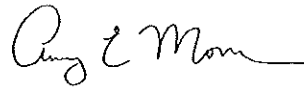
Maida J. Coleman  
Commissioner



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 24<sup>th</sup> day of May, 2017

## Ziegler, Erica

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**From:** Seidner, Kendelle  
**Sent:** Wednesday, May 24, 2017 10:18 AM  
**To:** DPAs for Commissioners - PSC  
**Subject:** Fw: WR\_2017-0259  
**Attachments:** IH WATER issue.docx; ATT00001.htm

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**From:** Kenney, Bill  
**Sent:** Friday, May 19, 2017 6:11:52 PM  
**To:** Lewis, Rachel; Seidner, Kendelle  
**Subject:** Fwd: WR\_2017-0259

Sent from my iPad

Begin forwarded message:

**From:** jackson james <[REDACTED]>  
**Date:** May 19, 2017 at 8:43:50 AM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>, "steve.stoll@psc.mo.gov" <steve.stoll@psc.mo.gov>, <bill.kenney@psc.mo.gov>, "scott.rupp@psc.mo.gov" <scott.rupp@psc.mo.gov>, "maida.coleman@psc.mo.gov" <maida.coleman@psc.mo.gov>, "dan.brown@senate.mo.gov" <dan.brown@senate.mo.gov>  
**Subject:** WR\_2017-0259  
**Reply-To:** jackson james <[REDACTED]>

We have been residence of Indian Lake for 10 years and object to the request for the rate increase of 779% by Indian Hills Utility Operating Company. We had no decision in allowing this company to purchase the water company and we also have no ability to control the expenses they incur. We should not be required to pay for repairs without prior notice. Our community will not be able to afford such outrageous water bills.

I also support the attached comments from our community.

Jim Stutz

- It appears from the timeline documents submitted, that a local public hearing is not necessarily mandatory. We respectfully demand that a mandatory local hearing be held so that we and any of the members of our association may voice their opinions and concerns about IHUOC's proposed rate increase directly with the PSC commissioners. We request that the hearing be held in a location in Cuba, MO.
- We request that we be provided with information on how the PSC Staff determines what an appropriate rate increase should be given the investment made in a water utility by a new owner.
- We request to be provided with the specific information used by the PSC Staff to determine what they recommended to the PSC the rate increase should be for IHUOC.
- We request a detailed accounting of the \$2,075,000 IHUOC has spent on improvements and repairs to the water utility.
- The proposed rate increase includes a monthly minimum allowance of 4,000 gallons of water. We request information on how the minimum allowance is determined.
- When making minor repairs to the water utility, IHUOC has often taken a long period of time to begin a repair, in many cases longer than 7 days. We request that the PSC place a requirement on IHUOC that minor repairs are to begin within 48 hours of being reported or discovered and completed within 48 hours once the repair has begun

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Friday, May 19, 2017 1:43 PM  
**To:** Ziegler, Erica  
**Subject:** FW: Indian Hills Utility Operating rate increase

**From:** Erik Lowes [REDACTED]  
**Sent:** Thursday, May 18, 2017 4:15 PM  
**To:** Hall, Daniel; Stoll, Steve; Rupp, Scott; Kenney, Bill; Coleman, Maida  
**Subject:** Indian Hills Utility Operating rate increase

Members of the PSC,

I am a property owner of Indian Hills Lake in Cuba MO, with the water utilities provided by the new operating company. It has come to my attention of the substantial rate increase for services. This sudden, dramatic change comes as a sudden shock. I realize the owner has made investments into the system. They are substantial and we all know were needed long, long ago. However, that doesn't make acceptable the amount of rate increase for the base level of water usage. You have a very large population of retired individuals who moved to this development (planned as a retirement community) that are not only going to be facing a struggle to pay this additional bill each month; some simply can't afford this at all. Residents have no choice but to pay this bill each month - and unlike most bills - they have no choice in who the provider is.

I've done some math, based on the amount of residents, the amount of water connections, and the costs of business. No one can really estimate the Utilities cost of business, and they are not a Non-Profit. However, it doesn't take too much investigation into those numbers to realize - This utility is making some good money if this rate increase passes.

In addition, I have contacted them on numerous occasions about a water leak in the system around the address of 1864 Lakeshore, and I have gotten nowhere with them. They claim there is no leak, but I know it also hasn't been looked at. I have contacted the men as they were working at a different site, and they claimed they were never told to look at that address. Maybe if they would fix this issues, they wouldn't be using as many gallons of water! I could only imagine how many other spots are like that.

And, their repairs to the roads are a joke! The repairs have been miserable!

Things cost more. Cost go up. I get that. However, this is just is a sudden jolt that I simple ask you to look into this before casting your decision.

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Erik Lowes  
President  
Lowes Landscaping &  
Planted in Stone Landscape Supply



*"To enhance the beauty and value of every clients property, while exceeding their expectations - every step of the way"*

<https://www.youtube.com/watch?v=AArp0wZszdE>

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Friday, May 19, 2017 10:22 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Case Number WR-2017-0259 Indian Hills Water Increase

Sent from my iPhone

Begin forwarded message:

**From:** Channa McDonald <[REDACTED]>  
**Date:** May 19, 2017 at 2:34:11 PM CDT  
**To:** "[daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)" <[daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)>, "[sommissionersteve.stoll@psc.mo.gov](mailto:sommissionersteve.stoll@psc.mo.gov)" <[sommissionersteve.stoll@psc.mo.gov](mailto:sommissionersteve.stoll@psc.mo.gov)>, "[bill.kenney@psc.mo.gov](mailto:bill.kenney@psc.mo.gov)" <[bill.kenney@psc.mo.gov](mailto:bill.kenney@psc.mo.gov)>, "[scott.rupp@psc.mo.gov](mailto:scott.rupp@psc.mo.gov)" <[scott.rupp@psc.mo.gov](mailto:scott.rupp@psc.mo.gov)>, "[aida.coleman@psc.mo.gov](mailto:aida.coleman@psc.mo.gov)" <[aida.coleman@psc.mo.gov](mailto:aida.coleman@psc.mo.gov)>, "[dan.brown@senate.mo.gov](mailto:dan.brown@senate.mo.gov)" <[dan.brown@senate.mo.gov](mailto:dan.brown@senate.mo.gov)>  
**Subject:** Case Number WR-2017-0259 Indian Hills Water Increase  
**Reply-To:** Channa McDonald <[REDACTED]>

To Whom It May Concern:

I am writing to express my concern over a proposed increase cost of water proposed by Indian Hills Operating Company. This is in reference to Case # WR-2017-0259. The proposal includes a monthly increase in our monthly water bill of \$86.23 to a total monthly cost of \$98.93.

The current cost for water in our community is \$10.81. I feel that the amount of this increase is completely unreasonable and unfair to us as customers. This is an increase of over 700% per month and will put undue strain on our already tight finances. This proposed cost is in no way in line with the cost for water in surrounding communities. I hope that you will review the cost of water in the communities of Cuba, Steelville and Bourbon.

In addition, this does not include the cost or operations of sewer systems or removal of rain water. As residents of Indian Hills Lake we are responsible for the cost of installing and maintaining septic systems at individual dwellings, which I can assure you is costly. I ask that you please do not approve the proposed rate increase as it is tremendously unfair to the individuals that it will affect.

Sincerely,

Channa Ransom  
Indian Hills Lake Resident and Property Owner

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Monday, May 22, 2017 10:16 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Rate increase proposed to residents of Indian Hills in Cuba Missouri

Sent from my iPhone

Begin forwarded message:

**From:** Kevin Kimker [REDACTED]  
**Date:** May 22, 2017 at 1:58:16 PM CDT  
**To:** "[daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)" <daniel.hall@psc.mo.gov>, "[steve.stoll@psc.mo.gov](mailto:steve.stoll@psc.mo.gov)" <steve.stoll@psc.mo.gov>, "[bill.kenney@psc.mo.gov](mailto:bill.kenney@psc.mo.gov)" <bill.kenney@psc.mo.gov>, "[scott.rupp@psc.mo.gov](mailto:scott.rupp@psc.mo.gov)" <scott.rupp@psc.mo.gov>, "[dan.brown@senate.mo.gov](mailto:dan.brown@senate.mo.gov)" <dan.brown@senate.mo.gov>, "[Wayne.wallingford@senate.mo.gov](mailto:Wayne.wallingford@senate.mo.gov)" <Wayne.wallingford@senate.mo.gov>  
**Subject:** Rate increase proposed to residents of Indian Hills in Cuba Missouri

Dear Commissioners and Senators,

Thank you for your time and attention to my letter and those of my neighbors.

I feel that the proposed rate increases by the Indian Hills Utility Operating Company is excessive and that some of the statements that they have made in asking for this increase are not true.

As a reasonable property owner and someone who believes that upkeep and maintenance are essential for any type of functioning utility, I would agree to a reasonable increase in utility charges. However I do not think that an increase of over 700% is reasonable for anyone to have to absorb.

My family and I currently reside full time in a 4 bedroom home with 2 and ½ baths in St Louis county and my average water bill is \$41.00 per month.

Our 2 bedroom and 1 bathroom cabin in Cuba that we visit an average of 4 days a month should not be double that amount.

We do not water the grass nor wash cars on a regular basis at our Cuba address. In fact I believe that we have only done either of these activities 1 time in the 5 years that we have owned this property.

I would appreciate knowing how these rates are calculated and how they compare to other public and private utility companies.

In IHUOC's letter to the commission they stated that many of the properties had no water meter or that they were out dated and not functioning properly. I believe this statement is misleading.

In the past 5 years that we have owned the property we had a new meter and shut off valve installed by the previous utility owner. It is my understanding that this is true for many of the properties in our community.

I would also appreciate IHUOC fixing the area in front of my property where they used their equipment and collapsed the ditch with the weight from their backhoe.



The parking area in front of my house is now washed out from the recent rains, and the concrete that used to line my ditch was not repaired or replaced after they did their work.

Thank you for your time and understanding of this issue, my address is 740 Squaw in Cuba Missouri and I would be happy to discuss this matter with any of you.  
I can be reached by cell phone or email listed below.

Sincerely,

Kevin Kimker



## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Monday, May 22, 2017 10:23 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Utility Operating Company WR-2017-0259

Sent from my iPhone

Begin forwarded message:

**From:** Steve Tenholder <[REDACTED]>  
**Date:** May 22, 2017 at 11:03:27 AM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>, "bill.kenney@psc.mo.gov" <bill.kenney@psc.mo.gov>, "scott.rupp@psc.mo.gov" <scott.rupp@psc.mo.gov>, "maida.coleman@psc.mo.gov" <maida.coleman@psc.mo.gov>, "dan.brown@senate.mo.gov" <dan.brown@senate.mo.gov>  
**Subject:** Indian Hills Utility Operating Company WR-2017-0259

Dear respected Commissioners and Senators

First of all thank you for providing a forum for citizens to voice their opinion about issues affecting their daily lives and income. We are writing today in reference to Docket #WR-2017-0259 submitted by Indian Hills Utility Operating Company requesting an outrageous rate increase to the property owners of the Indian Hills Community.

When the subject company bought the utility from the previous owner last year, a letter was sent that outlined the improvements that the company was going to make to the system. With that announcement we anticipated an increase but not to the extent of the gouging that was outlined in their April 2017 letter. It is reported that they invested around \$2,000,000 in the system. I am sure they anticipated to recoup that investment over a period of years as most normal businesses will do. However in looking at the rate increase it looks like they want to recoup that expense in less than 2 years all the while it is reported that they are trying to purchase 30 more utility companies around the state. This is a strong indication of their very positive cash flow for their company at the expense of their customers.

We are full time residents of St Louis County and our family has been weekenders at Indian Hills for over 30 years paying Crawford County taxes every year. We also pay dues to the Association and utility costs. The budget works fine until we received this notice of this 779% increase in water rates. 779% increase!!! With approximately 730 residents in the community this is a yearly income increase of \$650,000.

Our home water rates are roughly \$50.00 for 3 months of water usage. Comparable rates in Cuba that they are requesting is 5 times that amount. As stated earlier we were expecting an increase in the rates to \$15.00 a month which would put the rates about the same as we experience in St. Louis County but not this ridiculous amount. In talking with other residents who live in a variety of communities while having weekend homes at Indian Hills, they have said their water rates at their homes are similar to our experience.

We urge you to not approve this ridiculous request and bring the rates in line to other community rates that are mentioned above. In addition we request:

1. You hold a public hearing near the Cuba facility so the voices of the affected can be heard.
2. Details be offered to the community in terms of how the rates are determined, a listing of the improvements made by IHUOC made along with the associated costs
3. That the PSC place requirements on IHUOC in terms of the amount it takes them to respond to a problem, the manner in which the problem is repaired and that the area around the problem be restored to its proper state including the roads. Currently their repairs have left our roads with serious potholes and damage.

The Indian Hills Community is very active and thriving; a place for retirees and numerous families to enjoy themselves in a safe and comfortable environment. Property values have held steady throughout the years. With these requested rates we worry about the people on fixed incomes that have to fit these ridiculous charges in their budget possibly forcing them to sell and make it a less attractive community for prospective buyers in which to invest. We also are concerned for all property owners who are faced with expenses that are budgeted and might have to seriously think about their Indian Hills investment. This would have serious negative consequences for the city of Cuba, where property owners spend their dollars, and for Crawford County.

Thank you for your consideration to adjust these rates to a reasonable level.

Mr. & Mrs. Stephen M. Tenholder

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██████████

## Ziegler, Erica

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**From:** Laura Nehring [REDACTED]  
**Sent:** Saturday, May 20, 2017 4:08 PM  
**To:** Hall, Daniel; stere.stoll@psc.mo.gov; Kenney, Bill; Rupp, Scott; Coleman, Maida  
**Subject:** Rate increase at Indian Hills Cuba, MO

Dear Commissioners,

I am writing to express my complaint over the proposed rate increase for water services at Indian Hills in Cuba, MO. I am part owner of the property located at 855 Lakeshore Drive. We have been paying \$10.81 per month for water and were notified our rate would increase to \$84.21 per month. I feel this rate increase is outrageous! This is a vacation home and is used mainly on weekends in the summer. We aren't at this property enough to justify that cost for usage.

I currently reside at 1204 Equestrian Way in Fenton, MO. The average number of gallons used at my full time residence is approximately 4000 gallons per month. For that I pay approximately \$30.00 per month. I don't understand how I would have to pay more for a weekend only property.

I do understand that there have been improvements made to the water system which is why the cost was increased. Those improvements will serve this community for years to come. I believe this cost for improvements should be covered by property owners for the years to come also. We bought this property with the intention of using it for several years then selling. I believe the future owners of this property should also bear this cost. It should not be unfairly placed on all the current residents.

If these improvements were indeed necessary shouldn't we have had some say on which repairs to make and when? Could this project have been done in sections or parts? Could these have been done over a period of several years? I feel there are many unanswered questions. How can someone come in, purchase a water department, change or repair what they want, and then put that expense on the users?

We desperately need your assistance with this matter. Please address this issue and stop this excessive rate increase.

Sincerely,

Laura Nehring [REDACTED]

**Ziegler, Erica**

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**From:** Joyce Zesch [REDACTED]  
**Sent:** Saturday, May 20, 2017 10:19 AM  
**To:** Hall, Daniel  
**Cc:** Stoll, Steve; scctt.rupp@psc.mo.gov; dan.brown@senate.mo.go  
**Subject:** Indian Hills #SB145-2017

To Whom it may concern:

I am a 76 year old widow living in Indian Hills, Cuba Mo. I have recently been notified of a HUGE increase in my water bill. I am writing to plead with whomever will be making the decision on this matter. This will be a horrific monthly increase for me as I am not able to increase my monthly income in any way. I have several medical conditions that require frequent doctor visits and medications. If I have to pay a bill from \$10.81 to approximately \$80 a month it will have to come out of my food budget and medication budget. I am not rich. I have no boat and do not use the lake. After my husband died, I just wanted to live out my retirement in our home.

I plead with you, Please do not allow Indian Hills Utility Water Company to do this to me and the many other seniors living in this small country community.

Sincerely,  
Joyce Zesch

[REDACTED]

**Ziegler, Erica**

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**From:** jackson james [redacted] >  
**Sent:** Friday, May 19, 2017 8:44 AM  
**To:** Hall, Daniel; Stoll, Steve; Kenney, Bill; Rupp, Scott; Coleman, Maida;  
dan.brown@senate.mo.gov  
**Subject:** WR\_2017-0259  
**Attachments:** IH WATER issue.docx

We have been residence of Indian Lake for 10 years and object to the request for the rate increase of 779% by Indian Hills Utility Operating Company. We had no decision in allowing this company to purchase the water company and we also have no ability to control the expenses they incur. We should not be required to pay for repairs without prior notice. Our community will not be able to afford such outrageous water bills.

I also support the attached comments from our community.

Jim Stutz

**Ziegler, Erica**

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**From:** Patricia Cunningham [REDACTED]  
**Sent:** Sunday, May 21, 2017 2:01 PM  
**To:** Hall, Daniel  
**Subject:** FW: WATER ISSUES-INDIAN HILLS CUBA MISSOURI-GOVERMENT COMMISSIONERS LETTER

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**From:** Patricia Cunningham [mailto:sssinc@fidnet.com]  
**Sent:** Sunday, May 21, 2017 1:55 PM  
**To:** Wayne.wallingford@senate.mo.gov; dan.brown@senate.mo.gov; daniel.hall@spc.mo.gov; steve.stoll@psc.mo.gov; bill.kennedy@psc.mo.gov; scott.rupp@psc.mo.gov; maida.coleman@psc.mo.gov  
**Subject:** WATER ISSUES-INDIAN HILLS CUBA MISSOURI-GOVERMENT COMMISSIONERS LETTER

**To Whom It May Concern: ( Preferably All Of You)**

**State Senator Wayne Wallingford**  
**Senator Dan Brown**  
**Mr. Daniel Hall , Chairman**  
**Mr. Steve Stoll, Commissioner**  
**Mr. Bill Kenny, Commissioner**  
**Maida Coleman, Commissioner**  
**Scott Rupp, Commissioner**

**Issue: RE: Docket # WR-2017-0259**

**This I'm sure is one of many letters you have received...as to this obscene increase of monthly fees for water.**

**At present, 4000 gallons @ \$10.some cents...to \$84.00 ( some cents-) plus \$15.00 for additional 1000 gallons...**

**...absolutely bizarre profits..and no guarantees ..any repairs will be made in the in the future.**

**I thank you in advance for reading this and taking to heart..the many concerns..that are quite critical...**

**My letter to you covers I believe ...a few additional thoughts of this serious issue...  
...in addition to what you have already received...**

**My knowledge of construction and necessary assurances of a Life Sustaining Water Service.  
.....are required, by many authorities....**

**A Performance Assured Bond Provided, should have been required, in this commodity.  
..by this newly established COMPANY.**

**...with it's strange financial involvements, as backing. ...High interest rates..really?**

**..Only a certain kind of person..does business with that element....need I say more?..**

**....I'd truly like to see the 'company holders' legal, and criminal history explored...for any community**

**.....due to their financial instability in the past. ....this is usually done..with any investing company or bank..**

**..especially in a Life Sustaining Commodity.**

**But this was a private sale...**

**I could only pray...that when a new company is filing for the License..or legal requirements...to operate,**

**Especially in this case..of a Life Sustaining Water Service..**

**That the DNR..or other any Government Agencies, involved.... Would REQUIRE A PERFORMANCE BOND....**

**...and limit financial periodic increases for this service...**

**Heaven knows...they are very detailed on other requirements..Which is good!**

**Add this to it...before other communities are held hostage...not only to increase costs..but, their business failure!**

**We'll get to more on this later...as to the 'work performance now on repairs'.... have ceased & is non-existent!..why are we not surprised?...**

**I'll just list the concerns....already obvious...then return to those issues..possibly not listed...**

**1. There are at this time..730 homes at the Indian Hills Lake community....350 of them Full time residents... quite a few periodic holiday weekenders..**

**2. Many, Many.. long established 'residents'..who are hanging on.'...surviving ....by the skin of their teeth'.**

**3. When was the last time you existed in this day and age, on \$9???.00 dollars a month...**

**4. ....just with the recent life increases..barely making it..**

**...and, can't just afford such an OBSENE INCREASE,.. exorbitant increase.. By ' Simon Le Greed'!.in future identity...'the Company'**

**Full company name.....too long to keep retyping!**



5. 780 % increase in rates?. 7 -8 times the present rate.. 3 YEARS to totally recoup their... \$2,000,000.00 dollar investment?...

.Interesting profit margin..most businesses would love!!

.....Any newly purchased company..amortizes their cost investment and improvements ...  
...over a much, very much longer period of time..on an established community...or any solid business adventure...

That's 'What Assured Performance Bonds' are for...everyone covered!...another contractor can come in and take over.

....if he just goes under..

But, obviously his insane profit margin will keep him very well, comfortable!

And , the word is..he's looking to rape 30 more communities...that are in our condition!

.....does loan shark sound familiar? ..'Got them by the short hairs' .....haha ..you can't do anything about it?.....Gotcha!...

.....does..the crying..Boo-Hoo, that he is paying too much interest....show the stability..and, savvy ability of a solid business man?

....Oh...they've, also, ruined the Southeast Missouri community...soooo..

6. Property values have tanked.....and, reselling is virtually impossible...

.....Those knowledgeable of the obscene..flagrant, business policies upon observing , and ... the potential home buyers can see the ridiculous inflated costs and ..flee..from becoming ensnared ....

7. The property values, will tank in our Indian Hills community also!

8. There are no assurances that the roads will be usable after any feeble repairs.'...that don't stay repaired'...

....we have at this time..repairs done and the roads are a nightmare!..

**AND, AGREED TIME LIMITS FROM REPORTED LEAKS, ETC,..AND , AN ABSOLUTE TIME FRAME FOR COMPLETION OF THE REPAIR.**

Reportable to the DNR..or appropriate government agency...including Jeff City,...or higher!  
...in protection of any said community within these circumstances.

So at this time....no guarantees of the work done in the future....you don't pay..so what..we just turn you off....tough..continue to do any repairs? ..oh well!

.....NO repairs being done, now!....is he showing his corrupted business policies already?...no surprise!, pay this obscene increase, my way....

.....or I've Gotcha!..

....many water leaks being reported to the office..with no response! Nothing is being done!! For a long time!

.....we welcome you to observe this yourselves!

Be sure to drive your old cars..because..the damage from the last repairs of theirs, ..when long last done, long ago....are damaging our vehicles.

9. This approx. 800% increase...will destroy seniors here that are on fixed incomes,..and can't even pay for their medications..not uncommon in these days.

We understand...that the present water fees are unusually low....and there will be (hopefully)..future repairs... costing... but with time limits to their completion...

I've said..if 'the Company " wants this increase...EVERY PIPE, CONNECTION, ALL PARTS SHOULD BE 100% RESTORED...BRAND NEW....ALL OF IT!

AND...The roads restored to usable condition...while the officers at the lake decide...how and when they are permanently corrected at best,  
... correct fully .. & the roads restored..

This has been a major factor...just with doing the simplest of surface coating...for the Lake community to start...

...as 'we know ' proven..it will all be torn up repeatedly, and not repaired to a safe usable condition..

We also understand..that an increase of a sane..amount...is not deniable.....but..this request, is ridiculous .

10.. WE ARE IMPLORING OF YOU TO TAKE ALL THIS INTO CONSIDERATION.

\*\*\*\*\*Create new laws to protect the citizens...from the 'Simon Le Greeds' and financial ruin...

.....WHAT WOULD YOU DO,....IF THIS WAS YOUR COMMUNITY?...

Thank you, for your reading this and giving it thought...the damages are not just a rate increase....it's people's lives....

Patricia Cunningham

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

## Ziegler, Erica

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**From:** Mike Wilding [REDACTED] >  
**Sent:** Sunday, May 21, 2017 12:53 PM  
**To:** Hall, Daniel; Stoll, Steve; Kenney, Bill; Rupp, Scott; Coleman, Maida;  
WaterSewerComments; mopco@ded.mo.gov  
**Subject:** Rate Increase-Indian Hills Operating Company

.Public Service Commission  
Attn:Water/Sewer Dept.

Case Number: WR-2017-0259

Dear Chairman and Commissioners:

My wife and I are residents of Indian Hills Subdivision, just outside of Cuba, MO. We have been notified that the Indian Hills Utility Operating Co. has submitted a request for an increase in the operating revenues for our water service. I understand that at the time of the purchase last year, by Central States Water Resources, the system was in dire need of repair. I was in full agreement that repairs were needed to the system.

Indian Hills Utility Operating Company, Inc. is asking for an (approximately 779%) increase in our monthly water bill. I must say, and I would hope that you would agree, that a 779% increase in any monthly bill could devastate anyone's budget, yours or mine. This increase would not only be a hardship for many residents, it is totally ridiculous. The increase they are asking for would pay off the utilities debt in approximately 3 1/2 years, and then they would make a handsome profit per year for eternity, multiplied by however many water companies you approve them to purchase.

In the bigger picture, a 779% increase will devastate home values in the community. Prospective buyers will shy away from buying somewhere knowing they will have to pay a minimum of \$84.00/month water bill, even if they don't use a drop of water in a month. If a person were to water their grass or fill their pool, using 20,000 gallons in 1 month, there bill would be \$319.73. We have a lot of weekenders here because we are a lake community, some only come down 3 months per year, yet they would have to pay \$84.00/month for 12 months. There are also many retired people living here, an increase like that could lead to delinquency, and bankruptcy. This would be a detriment to our lake community and the town of Cuba, which thrives when our lake is bustling with activity.

I propose the commission consider a 5 year temporary rate increase to pay for capital improvements, and after the 5 years is up, a new monthly water service fee that would be reasonable to the customers as well as Indian Hills Utility Operating Company, Inc.

After reading the article from the St. Louis Post Dispatch dated June 13, 2016 "Questions raised about \$150 water bill proposal and the utility behind it", it sounds like your commission also has questions and concerns about the owner of Central States Water Resources, Josiah Cox. Please consider your past concerns along with all the concerns of the members of Indian Hills Subdivision, and make a fair ruling.

I would also ask that we be allowed a public hearing for all our residents to attend, to voice our opinions, as I would also have more to contribute.

Sincerely,

Michael J. Wilding

Kimberly A. Wilding

[REDACTED]