

**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 )

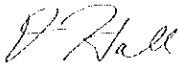
**WR-2017-0259**

**NOTICE OF COMMUNICATION**

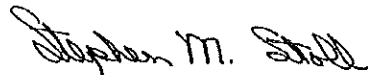
Issue Date: May 9, 2017

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.

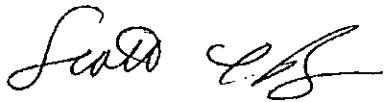
The Commission has promulgated rules denoted as the "Standards of Conduct" at 4 CSR 240-4.010 and 4.020. Section 4 CSR 240-4.20 specifically deals with Ex Parte and Extra-Record Communication Rules. This notice is filed in conformance with the rule.



Daniel Y. Hall  
Chairman



Stephen M. Stoll  
Commissioner



Scott T. Rupp  
Commissioner



William P. Kenney  
Commissioner



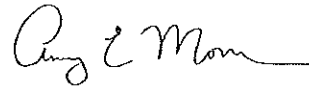
Maida J. Coleman  
Commissioner



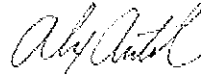
Rachel M. Lewis  
Advisor to Commissioner Kenney



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

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Friday, May 05, 2017 9:15 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Rate increases for water Indian Lake Cuba Mo- Note from concerned Owner Andrew Rodgers

Sent from my iPhone

Begin forwarded message:

**From:** Andy Rodgers <[REDACTED]>  
**Date:** May 5, 2017 at 11:58:39 AM CDT  
**To:** [daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov), [scott.rupp@psc.mo.gov](mailto:scott.rupp@psc.mo.gov), [steve.stoll@psc.mo.gov](mailto:steve.stoll@psc.mo.gov),  
[bill.kenney@psc.mo.gov](mailto:bill.kenney@psc.mo.gov), [maida.coleman@psc.mo.gov](mailto:maida.coleman@psc.mo.gov), [dan.brown@senate.mo.gov](mailto:dan.brown@senate.mo.gov)  
**Subject:** Rate increases for water Indian Lake Cuba Mo- Note from concerned Owner Andrew Rodgers

My name is Andrew Rodgers Jr and currently own land in Indian Lake Cuba Mo, and my father Andrew Rodgers sr and mother own a home at the lake. Its understandable that the lakes water usage fee was very low for a long time, and a increase from Indian Hills Utility company was expected . But a minimum rate of 4000 gallons is absurd and quadrupled rate amount from \$10.81 to\$ 84.21 is outrageous. My parents are elderly on a fixed income from social security and now are considering selling there home, due to fact they live on very tight budget. And my understanding 2,075,000. was spent on improvements. I like to see a itemization of repairs and fixes. I had plans to build weekend home on my lot, so even if I only spend a few weekends a year at home I pay minimum of 84 dollars which is double what my sewer and water combined are in the Cuba city. My feelings are this will hurt growth of the lake if not addressed. Thanks Concerned Owner Indian Hills Andrew Rodgers 2160 Lone wolf lot 0972

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Tuesday, May 09, 2017 5:06 AM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Utility Operating Company (Central State Water Resources)  
**Attachments:** IH Utility Operating Company.docx; ATT00001.htm

Sent from my iPhone

Begin forwarded message:

**From:** Bob Hicks <[REDACTED]>  
**Date:** May 9, 2017 at 3:23:23 AM CDT  
**To:** [daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov), [steve.stoll@psc.mo.gov](mailto:steve.stoll@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), [maida.coleman@psc.mo.gov](mailto:maida.coleman@psc.mo.gov), [dan.brown@senate.mo.gov](mailto:dan.brown@senate.mo.gov),  
[wayne.wallingford@senate.mo.gov](mailto:wayne.wallingford@senate.mo.gov)  
**Subject:** Indian Hills Utility Operating Company (Central State Water Resources)

Dear Chairman, Commissioners, and Senators,

There is a rate increase being asked by Indian Hills Utility Operating Company of 799%. This is outrageous. It is currently on the docket as WR-2017-0259. I have included an attachment with my opinion as well as many other of the residents at Indian Hills if you read the public comments. Everyone in the community believes there should be an increase. All we ask is that it be a reasonable one. Please do not allow this utility to hold our community ransom.

Thank you,

Bob Hicks  
[REDACTED]

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Monday, May 08, 2017 9:51 PM  
**To:** Moore, Amy; Ziegler, Erica  
**Subject:** Fwd: WR-2017-0259

Sent from my iPhone

Begin forwarded message:

**From:** Robert Seitz [REDACTED]  
**Date:** May 8, 2017 at 6:04:07 PM CDT  
**To:** [daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)  
**Subject:** WR-2017-0259

To whom it may concern: re Docket # WR-2017-0259. We are writing today to express our outrage over the proposed changes to our water rates at Indian Hills, Cuba, Missouri. The current ownership, Indian Hills Utility Operating Company, Inc., ("the company") took over ownership last year and did provide some much-needed upgrades and improvements to the water system. We believe they informed the association that they had invested something around \$2,000,000 on these improvements.

That being said, the increase in rates to the tune of 779% seems ridiculous to us. We have (using our association's figures) approximately 730 homes in the complex, with approximately 350 being full time residents. The remainder would be part-time or "weekender" residents. Again, using association figures, the numbers appear outlandish: monthly income to "the company" would be as a minimum \$61,500, yearly income as a minimum of \$738,000. And these figures are calculated on the Monthly Minimum Charge, per "the company". We respect the fact that "the company" desires to recoup their investment expenses, but to do so in less than three years is a bit far-fetched and would be considered "price-gouging" in our opinion. It appears that "the company" took out a loan with an excessive interest rate and is attempting to pass that cost to the residents of Indian Hills.

Many of our residents are senior citizens and retirees. Many of these fine folks are on fixed incomes. An increase of almost 800% in the cost of a daily necessity like water could prove devastating to them. It could force some of them to sell their property and with these water rates they would probably be unable to find buyers. It would also seriously hamper any new families wishing to purchase or build in the complex. This rate increase MUST be adjusted to a reasonable amount for the protection of the present and future homeowners of Indian Hills.

Respectfully,  
Mr & Mrs Robert A Seitz

[REDACTED]

Why is this company allowed to swoop in and basically hold communities (This utility has done this in the past to other small communities) to what amounts to a ransom? What was the purpose of making Indian Hills Utility Operating company change out the water pits and meters if the company wasn't going to be made to use them and charge customers for what they actually use? Half the people that live at Indian Hills do so, on a temporary basis. They would not use 4000 gallons of water a month. If they are not going to be made to use the meters than at the very least there should be more tiers. Based on what the utility wants to charge for 4000 gallons - \$84.21 a month then having 4 tiers charging for every 1000 gallons would be \$21.05 a month. This should be the minimum. That would at least put it line with Indian Hills other utility – Crawford Electric. Crawford electric has a minimum of \$25 a month.

May 5, 2017

Indian Hills Utility Operating Company

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

To the Board of commissioners:

We are writing to express our concerns about the recent notice to increase our water rates from \$10.81 per month to \$84.21 per month which is an unrealistic increase of almost 800% per month. Our home in the area is considered a seasonal home which is not actively used for 6 months of the year and the water is shut off for those six months. As a result, we will be paying 168.42 each month that the house is being used.

We feel that a mandatory local hearing should 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 a hearing in a location convenient to Cuba, Mo.

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.

We respectfully request that you reconsider this rate increase which would put a significant burden on our family and the local homeowners.

Respectfully,

Steve and Jackie Tiffany

[REDACTED]  
[REDACTED]

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Monday, May 08, 2017 12:52 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Utility issue, Cuba, MO, Crawford County  
**Attachments:** Water Issue.docx; ATT00001.htm

Daniel Hall, Chairman  
Missouri Public Service Commission

Begin forwarded message:

**From:** Steve [REDACTED]  
**Date:** May 7, 2017 at 3:25:14 PM CDT  
**To:** Steve [REDACTED]  
**Subject:** Indian Hills Utility issue, Cuba, MO, Crawford County

Please review the attached and understand the situation facing the Indian Hills Community.

We trust the PSC will make a fair & equitable decision.

Thanking you in advance.

Steve Ebel  
[REDACTED]  
[REDACTED]



Regarding case # WR-2017-0259

We have been at Indian Hills since 1978.

Ever since Central States Water Resources purchased the Indian Hills Water Utility, the quality of water has declined, it is not drinkable, we have had more "boil orders", the roads are being damaged by CSWRs making "repairs" & then put back in a sloppy, haphazard and unsatisfactory condition, etc., etc.

Now they are asking for a 779% increase in rates. I don't get it.

I understand that upgrades are needed to bring the quality of water up to satisfactory standards. BUT I don't understand how someone can purchase a company, then asks the customers to "repair & make improvements, thus investing in his company, improving his property that he can sell." CSWR knew the condition of the company, CSWR must have bought the utility for an amount based on the conditions of the facilities & CSWR should be committed to improving their company. If someone purchases a home "as is", the purchaser cannot go back and ask the seller to pay for repairs. Companies that purchase other companies do not go to their stockholders and ask them to pay for improvements. I do not understand why it is the customers' responsibility to improve the facilities/infrastructure. Were these issues not addressed in the sale? Did they not do their "due diligence"?

I checked out Cuba, MO rates ...in Cuba if you used 5,500 gallons in a month your bill would be \$14.30 (pretty close to what the existing IH bill would be);

If you used 10,000 gallons, your bill would be a total of \$22.40;

if you used 50,000 gallons in Cuba your bill would be \$84.40 (interesting to note that this max bill in Cuba is almost identical to the proposed minimum rate at Indian Hills).

**"Proposed rates DO NOT sound like comparable rates for the area". This is absurd !!! It is unreal !!!**

Many of us are on fixed incomes. Increases like this are devastating. I have never ever heard of anything increasing 779%!

Not sure why the customers should have a 779% increase.

These repairs hopefully will result in an improvement in water. These repairs should not be accomplished at the customer's expense.

FAIR MARKET VALUE is what it should be--- fair value value and comparable for the area.

NOT a 779+% increase.

I appreciate your careful evaluation of this situation.

Thank you

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Monday, May 08, 2017 12:50 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Utility Operating Company proposed rate increase

Daniel Hall, Chairman  
Missouri Public Service Commission

Begin forwarded message:

**From:** [REDACTED]  
**Date:** May 8, 2017 at 10:08:50 AM CDT  
**To:** [daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)  
**Cc:** [steve.stoll@psc.mo.gov](mailto:steve.stoll@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); [maida.colemam@psc.mo.gov](mailto:maida.colemam@psc.mo.gov); [dan.brown@senate.mo.gov](mailto:dan.brown@senate.mo.gov); [Wayne.wallingford@senate.mo.gov](mailto:Wayne.wallingford@senate.mo.gov)  
**Subject:** **Indian Hills Utility Operating Company proposed rate increase**

While I fully understand the need for updating the water system that serves the Indian Hills community in Cuba, MO, I also feel that an almost 800% increase in monthly water bills is prohibitive! As I read what is being proposed, I see that this proposal is open ended and if approved could be permanent. I feel that there should be a lower monthly increase to help cover the cost of updating the system, however it should not be open ended and should be ended after a reasonable period of time. Please give thoughtful consideration to the concerns of our community before approving such a large increase to our water cost. We have no other choice and you are our advocate.

Thank you for hearing our concerns,

William Martens  
[REDACTED]

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Friday, May 05, 2017 9:21 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Lake

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]@yahoo.com>  
**Date:** May 4, 2017 at 3:03:10 PM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>  
**Subject:** Indian Hills Lake  
**Reply-To:** Barry Gerdin <barrygerdin@yahoo.com>

I have a house in Indian Hills Lake subdivision that I use about 4 weekends a year. I have my water turned off from November to May. There is no way I should pay 80.00 a month for water. I do not use the 10.81 now.

Barry Gerdin

[REDACTED]

Cuba MO

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Friday, May 05, 2017 9:20 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd:

Sent from my iPhone

Begin forwarded message:

**From:** "." [REDACTED]  
**Date:** May 5, 2017 at 8:27:59 AM CDT  
**To:** [daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)

Dear Mr Hall,

As clients of Indian Hills Utility Operating Company, we have received a letter regarding their rate increase proposal. The company is seeking a proposed rate increase from \$10.81 to \$84.21. We are shocked and outraged by this absurd amount of proposed increase. We're not sure how the new owners of the company can justify such an increase. Certainly they knew what they were buying and the costs involved. To pass this along to their 700 plus customers at Indian Hills Community is completely unfair. An 800% increase in the cost of service is completely outrageous.

We purchased our home at 66 Indian Hills Dr a year ago for the purpose of using on weekends during the summer. Many customers are in the same situation as us. We use our home there 8-10 days a month May-September and 3-6 days a month in April and October. We close the house down the rest of the year. Our home is a tiny 4 room house with one bathroom. We have no pool. We use little water. An increase from \$10.81 to \$84.21 is outrageous!! We spend half that much for our water service in St Louis for our home with two full baths and 2 half baths and we live and use water there year round. Our home owner's insurance on our house in Cuba is less a year than what the water company proposes we pay for our water there. We are adamantly opposed to the rate increase proposed by Indian Hills Operation Company.

Sincerely,

Donna and Joe Moramarco  
[REDACTED]

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Friday, May 05, 2017 9:16 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: indian hills increase

Sent from my iPhone

Begin forwarded message:

**From:** Julie Shipley <[REDACTED]>  
**Date:** May 5, 2017 at 10:11:23 AM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>  
**Subject:** indian hills increase  
**Reply-To:** Julie Shipley <[REDACTED]>

Dear Mr. Hall,

I am writing on behalf of my family and fellow neighbors who have homes located in the Indian Hills Community. We have received letters regarding the proposed rate increase and I must say, I am absolutely shocked. We have owned our home for over 40 years. Like half of the residents located in this community, we use this as a weekend getaway. Any time we are not at the home, we turn our water off completely. We do this to conserve water usage and in the past, this has helped to keep our monthly bill low. However, with your new proposed increase, this practice will all be for nothing. I understand that your company has had to replace multiple pipes within the community due to their lack of upkeep. I know this must have been very costly, but to inflict such a proposal on families that have had properties here for multiple generations seems incredibly unfair. This is not the relationship any of us wanted between your company and our community, and I beg you to reconsider your proposal. I would greatly appreciate a response back, and look forward to hearing from you.

Sincerely,  
Julie Shipley

**Ziegler, Erica**

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**From:** [REDACTED]  
**Sent:** Friday, May 05, 2017 11:59 AM  
**To:** Hall, Daniel; Rupp, Scott; Stoll, Steve; Kenney, Bill; Coleman, Maida;  
[REDACTED]  
**Subject:** Rate increases for water Indian Lake Cuba Mo- Note from concerned Owner Andrew Rodgers

My name is Andrew Rodgers Jr and currently own land in Indian Lake Cuba Mo, and my father Andrew Rodgers sr and mother own a home at the lake. Its understandable that the lakes water usage fee was very low for a long time, and a increase from Indian Hills Utility company was expected . But a minimum rate of 4000 gallons is absurd and quadrupled rate amount from \$10.81 to\$ 84.21 is outrageous. My parents are elderly on a fixed income from social security and now are considering selling there home, due to fact they live on very tight budget. And my understanding 2,075,000. was spent on improvements. I like to see a itemization of repairs and fixes. I had plans to build weekend home on my lot, so even if I only spend a few weekends a year at home I pay minimum of 84 dollars which is double what my sewer and water combined are in the Cuba city. My feelings are this will hurt growth of the lake if not addressed. Thanks Concerned Owner Indian Hills Andrew Rodgers 2160 Lone wolf lot 0972

**Ziegler, Erica**

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**From:** [REDACTED] <[REDACTED]@pswn.com>  
**Sent:** Friday, May 05, 2017 10:17 AM  
**To:** Hall, Daniel  
**Subject:** Indian Hills Water rate increase. We are opposed to such an unjust increase. Many here are on fixed incomes and cannot afford this kind of rate. Thank you for taking this into consideration. Beatrice Whitesidd

**Ziegler, Erica**

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**From:** [REDACTED]  
**Sent:** Friday, May 05, 2017 10:11 AM  
**To:** Hall, Daniel  
**Subject:** indian hills increase

Dear Mr. Hall,

I am writing on behalf of my family and fellow neighbors who have homes located in the Indian Hills Community. We have received letters regarding the proposed rate increase and I must say, I am absolutely shocked. We have owned our home for over 40 years. Like half of the residents located in this community, we use this as a weekend getaway. Any time we are not at the home, we turn our water off completely. We do this to conserve water usage and in the past, this has helped to keep our monthly bill low. However, with your new proposed increase, this practice will all be for nothing. I understand that your company has had to replace multiple pipes within the community due to their lack of upkeep. I know this must have been very costly, but to inflict such a proposal on families that have had properties here for multiple generations seems incredibly unfair. This is not the relationship any of us wanted between your company and our community, and I beg you to reconsider your proposal. I would greatly appreciate a response back, and look forward to hearing from you.

Sincerely,  
Julie Shipley



## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Thursday, May 04, 2017 9:18 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Utility

Sent from my iPhone

Begin forwarded message:

**From:** Ed Weston <[REDACTED]>  
**Date:** May 4, 2017 at 4:44:20 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)>  
**Subject:** Indian Hills Utility

Mr. Hall: I wish to enter my opposition to the unrealistic rate hike that is being proposed for the Indian Hill Utilities/water company-They are seeking an almost 800% rate increase which is unreal and absurd. We purchased a second home on the lake over 4 years ago and have invested over \$125,000 in upgrades. We use very little water, as it is a weekend home. One appealing aspect was the low utility costs. Now, to think we will be paying \$80 ++ per month is an outrage. Our larger home in Shiloh Home with a sprinkler and pool seldom exceeds \$100 per month in the peak seasons.

I hope you will do all in your power to stop this increase. I could see a 10% as reasonable, but not 800%.

Thank you for listening to my concerns.

Edward R. Weston  
[REDACTED]

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Thursday, May 04, 2017 9:19 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Water

Sent from my iPhone

Begin forwarded message:

**From:** jim buechler <[REDACTED]>  
**Date:** May 4, 2017 at 7:11:20 PM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>  
**Subject:** Indian Hills Water  
**Reply-To:** [REDACTED]

5-4-2017

Chairman Hall

Reference – Case # WR-2017-0259

We are members of the Indian Hills Lake Association and are writing with concerns about the proposed increase in the monthly minimum water bill.

Indian Hills Utility Operating Co. has taken over the operations for the Indian Hills Lake Association neighborhood. They have done some improvements, so we were expecting a rate increase. We were not expecting a 679% rate increase as proposed in their letter dated 4-21-17. We expected a new proposed minimum monthly charge of \$25 - \$30, which would still be a 150% increase.

The association has approx 730 homes and over half of these residents are weekenders. Approx 380 of these homes are summer time and weekenders and do not use much water during the off seasons – fall and winter. The proposed \$84.21 minimum charge for 0 usage is hard to swallow. Also many of the full time residents are retired and on a fixed income. The proposed 679% increase is a very large hit to everyones household budget.

Please take this information into consideration when reviewing Indian Hills Utility Operating Co.'s request for an increase in their minimum monthly charge.

Sincerely,

Jim and Debbie Buechler  
[REDACTED]

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Thursday, May 04, 2017 9:19 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Utility Operating co. increase

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] <[REDACTED]>  
**Date:** May 4, 2017 at 4:11:23 PM CDT  
**To:** "d[REDACTED]" <[REDACTED]>, "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" <bill.kenney@psc.mo.gov>, "scott.rupp@psc.mo.gov" <scott.rupp@psc.mo.gov>  
**Subject:** Indian Hills Utility Operating co. increase

I am a property holder of Indian Hills Lake in Cuba , Mo. As property owner who recently received this letter I was shocked. The Utility company is seeking an increase in the monthly rate from the current rate of \$10.81 to \$84.21. This is over a 700% increase to the 900 plus home owners in this community. Please let me know of your concern and action we should take in order to combat this outrageous increase.

Sent from Mail for Windows 10

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Thursday, May 04, 2017 9:20 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Lake

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** May 4, 2017 at 3:03:10 PM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>  
**Subject:** Indian Hills Lake  
**Reply-To:** [REDACTED]

I have a house in Indian Hills Lake subdivision that I use about 4 weekends a year. I have my water turned off from November to May. There is no way I should pay 80.00 a month for water. I do not use the 10.81 now.

Barry Gerdin  
[REDACTED]  
[REDACTED]

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Friday, May 05, 2017 5:18 AM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Unfair water rate hikes

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] >  
**Date:** May 4, 2017 at 10:27:19 PM CDT  
**To:** [daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov), [steve.stoll@psc.mo.gov](mailto:steve.stoll@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), [maida.coleman@psc.mo.gov](mailto:maida.coleman@psc.mo.gov), [dan.brown@senate.mo.gov](mailto:dan.brown@senate.mo.gov)  
**Subject:** Unfair water rate hikes

To Whom it Concerns,

I live in the Indian Hills Lake subdivision outside of Cuba Missouri. I am a first time home owner and this is only my third year in the community but it has been mostly pleasant. I have a single income family of four with my wife and two sons who are 2 and 5 years old. Indian Hills Utility Operating Company has recently acquired our water company and is moving to increase our water rates from \$10.81 to \$84.21. This is almost an 800% increase and a clear example of price gouging. I'm all for the free market but I.H.U.O.C. has the advantage of being a monopoly, as of my writing I do not know my home owners association's regulation for installing a personal well but would be looking at it if this rate passes. Beyond my own concerns are those of the people living in the more than 700 homes here, many of which are retirees who live on fixed incomes. \$84.21 a month is an outrage and is almost as much as I pay for electricity.

*I would ask that if it is within your power at all you would please stop or limit this rate increase.*

Thank you for your time,

Jason Lawless

[REDACTED]  
57-1005

## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Friday, May 05, 2017 9:31 AM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd:

Sent from my iPhone

Begin forwarded message:

**From:** "." <[REDACTED]>  
**Date:** May 5, 2017 at 8:27:59 AM CDT  
**To:** [daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)

Dear Mr Hall,

As clients of Indian Hills Utility Operating Company, we have received a letter regarding their rate increase proposal. The company is seeking a proposed rate increase from \$10.81 to \$84.21. We are shocked and outraged by this absurd amount of proposed increase. We're not sure how the new owners of the company can justify such an increase. Certainly they knew what they were buying and the costs involved. To pass this along to their 700 plus customers at Indian Hills Community is completely unfair. An 800% increase in the cost of service is completely outrageous.

We purchased our home at 66 Indian Hills Dr a year ago for the purpose of using on weekends during the summer. Many customers are in the same situation as us. We use our home there 8-10 days a month May-September and 3-6 days a month in April and October. We close the house down the rest of the year. Our home is a tiny 4 room house with one bathroom. We have no pool. We use little water. An increase from \$10.81 to \$84.21 is outrageous!! We spend half that much for our water service in St Louis for our home with two full baths and 2 half baths and we live and use water there year round. Our home owner's insurance on our house in Cuba is less a year than what the water company proposes we pay for our water there. We are adamantly opposed to the rate increase proposed by Indian Hills Operation Company.

Sincerely,

Donna and Joe Moramarco

[REDACTED]

**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Friday, May 05, 2017 9:16 PM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Indian Hills Water rate increase. We are opposed to such an unjust increase. Many here are on fixed incomes and cannot afford this kind of rate. Thank you for taking this into consideration. Beatrice Whitesidd

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** May 5, 2017 at 10:16:47 AM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>  
**Subject:** Indian Hills Water rate increase. We are opposed to such an unjust increase. Many here are on fixed incomes and cannot afford this kind of rate. Thank you for taking this into consideration. Beatrice Whitesidd