

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

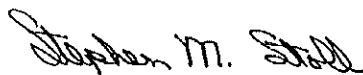
Issue Date: May 18, 2017

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.

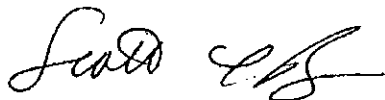
The Commission has promulgated rules denoted as the "Standards of Conduct" at 4 CSR 240-4.010 and 4.020. Section 4 CSR 240-4.20 specifically deals with Ex Parte and Extra-Record Communication Rules. This notice is filed in conformance with the rule.



Daniel Y. Hall  
Chairman



Stephen M. Stoll  
Commissioner




Scott T. Rupp  
Commissioner



William P. Kenney  
Commissioner



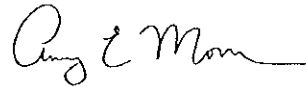
Maida J. Coleman  
Commissioner



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


## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Thursday, May 18, 2017 5:23 AM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Rate increase for Indian Hill Cuba MO

Sent from my iPhone

Begin forwarded message:


**From:** Jackie Koyn   
**Date:** May 17, 2017 at 8:30:21 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),  
[wayne.wallingford@senate.mo.gov](mailto:wayne.wallingford@senate.mo.gov)  
**Subject:** Rate increase for Indian Hill Cuba MO

We are writing out of concern of the amount of monthly increase that the new Indian Hills Utility Operating Company has proposed to charge. We have received notice from the water company advising that the current rate of \$10.81 per month will be increased to \$84.21. This is an annual increase of 880.80 for minimum usage.

We feel this increase is unreasonably high for just water service and will cause an undue hardship for those of us on a fixed income. We respectfully request that a mandatory local hearing be held in Cuba MO so that any member of our association may voice their opinions and concerns regarding these increases.

We appreciate your time and consideration with regard to this matter.

Sincerely,

Walter & Jacqueline Koyn  


**Ziegler, Erica**

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**From:** Hall, Daniel  
**Sent:** Thursday, May 18, 2017 5:22 AM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Rate Increase- Indian Hills Utility Operating Company

Sent from my iPhone

Begin forwarded message:

**From:** Teresa Leicht <[REDACTED]>  
**Date:** May 17, 2017 at 7:44:42 PM CDT  
**To:** "daniel.hall@psc.mo.gov" <daniel.hall@psc.mo.gov>  
**Subject:** Rate Increase- Indian Hills Utility Operating Company  
**Reply-To:** Teresa Leicht <[REDACTED]>

Dear Mr. Hall:

I understand that the water service at Indian Lake was in need of an overhaul. However, raising our monthly water bill to \$84.21 will create a tremendous burden for my household and our Indian Lake neighbors. 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.

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 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.

Thank you for considering my request.

Teresa Leicht, a full-time resident of Indian Lake



## Ziegler, Erica

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**From:** Hall, Daniel  
**Sent:** Monday, May 15, 2017 11:33 AM  
**To:** Ziegler, Erica; Moore, Amy  
**Subject:** Fwd: Rate Increase - Indian Hills Utility Operating Company

Daniel Hall, Chairman  
Missouri Public Service Commission

Begin forwarded message:

**From:** "Kraft, David R" [REDACTED]  
**Date:** May 15, 2017 at 7:57:11 AM CDT  
**To:** "[daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)" <[daniel.hall@psc.mo.gov](mailto:daniel.hall@psc.mo.gov)>, "[steve.stoll@psc.mo.gov](mailto:steve.stoll@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)" <[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)>, "[maida.coleman@psc.mo.gov](mailto:maida.coleman@psc.mo.gov)" <[maida.coleman@psc.mo.gov](mailto:maida.coleman@psc.mo.gov)>  
**Subject:** Rate Increase - Indian Hills Utility Operating Company

Commissioners

In regard to case number WR-2017-0259, Indian Hills Utility Operating Company is requesting a significant rate increase from the residents of Indian Hills in Cuba, MO. There has been few details on the rate increase provided to the residents other than what the new proposed monthly rates will be if approved by the MO PSC. We would like to express our disapproval of such a large rate increase and request that before any rate increase is approved that IHUOC provide the following to the residents and owners of property in Indian Hills:

- 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. How was this minimum allowance 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.
  - We've had a leak in the same area on the road in front of our house 3 times over the past year and it has taken approximately 2-3 weeks before the leak was fixed but the road has not been filled and repaired properly.

We also would like to be provided the specific information that is being used by the PSC staff to determine what an appropriate rate increase should be given the investment made in a water utility by a new owner and how the PSC staff makes its recommendation to the PSC on the rate increase for IHUOC.

It is our understanding that local public hearing is not mandatory. We respectfully request 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.

In summary, we feel that a reasonable rate increase is warranted but the increase currently being proposed by IHUOC is excessive and has not been supported with data and documentation.

Sincerely,

David and Laura Kraft

A black rectangular redaction box covering the signature of David and Laura Kraft.