NECEIVE JUN 1 5 2005 yene 12 2005 TILITY OPERATIONS Tublic Service Commises atter Waty Seven Dept after receivery your letter the the truge in crease of ablu Sever rates Im quile anged as to how you justify such Uncreaces Do do know everythery gree up these days fut perhapsed a Smaller increase more after Would Le mare acceptable This is a returement Village and Most live on a fired income These rates are outrageous at 256.27 and 115,9470 The line adjacent to maplewood that are Not Connected in any way. We all would ask that you he consider This request care fully before approvery Such a huge in creace all at once Shark you seamle Adam. 83 Brooking Puck Village

Harrison, Kathy

From:Alan Allmon [aaalli46@yahoo.com]Sent:Wednesday, June 08, 2005 9:08 AMTo:mopco@ded.mo.govSubject:Aqua missouri

It is hard to believe that a service company can justify a 256.27% increase. This is in reference to QS-2005-0010 or QW-2005-0011. Please check into this carefully. Thank you, Linda Allmon

Discover Yahoo! Stay in touch with email, IM, photo sharing and more. Check it out! http://discover.yahoo.com/stayintouch.html

FILL DUFI

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From:	Scheible, Jerry
Sent:	Monday, June 13, 2005 7:04 AM
To:	Russo, Jim
Cc:	Anderson, Pam
Subject:	FW: Aqua Missouri

Jim, please note Pam's comments below concerning the requested rate increase. I have responded to her specific questions in a separate email.

Thanks, Jerry Scheible, P.E. Utility Regulatory Engineer Missouri Public Service Commission (573) 526-6029

From:	Anderson, Pam
Sent:	Thursday, June 09, 2005 2:26 PM
To:	Scheible, Jerry
Subject:	Aqua Missouri
-	

Jerry,

I live in Holts Summit and am a residential wastewater customer of Aqua Missouri. I received a letter from them saying they submitted a request for increases in their annual water and wastewater operating revenues under the small company rate increase procedure. According to the letter I received, the proposed monthly rate for a residential customer using 5,000 gallons of water per month would be \$36.34 (an increase of 256.27%) and sewer would be \$48.63 (an increase of 115.84%) for a total of \$84.97 per month. Luckily, my water is provided by Callaway County. I am single and don't feel my sewer should cost \$48.63 per month -- or the same as for a family of 4 or more. I don't use 5,000 gallons of water per month and don't feel my rate should be that high.

Please let me know if there is anything I can do. Thanks.

Pam Anderson Designated Principal Assistant to Commissioner Connie Murray 573-751-4132

Webster and Rebecca Arends 2598 N. Lake Drive Holts Summit, MO 65043

RECEIVED

JUN 2 9 2005

UTILITY OPERATIONS DIVISION

Public Service Commission P.O. Box 360 Jefferson City, MO 65102

Attn: Water/Sewer Department

To Whom It May Concern:

We are writing in protest to the proposed rate increases for residential wastewater through Aqua Missouri. We feel it is absolutely preposterous to increase the rate of anything by 115.84%! Our family is on a very tight budget and do not have any where to come up with an additional \$26.10 per month for this purpose. We have a baby on the way in four weeks (our second child) and will have a hard enough time trying to find a way to buy diapers. Not to mention the fact that we recently lost over \$500 monthly income and once again the State of Missouri has shot down raises for its employees.

Please consider all of the families that you will be affecting by expecting them to more than double their payment for wastewater service each month. We see no justification for such a huge rate increase and feel that it is very unfair to Aqua Missouri's customers, especially when there are not other options for wastewater treatment.

Thank You. Webster R. : Reberra & Awnork

Webster R. and Rebecca L. Arends

From: Steve Armstrong [candy53@iland.net]

Sent: Thursday, June 09, 2005 6:42 PM

To: ISD - PSC; mopco@ded.mo.gov

Subject: QS-2005-0010, QW-2005-0011

To whom it may concern:

I would like to dispute the increase in Residential Water Usage and Residential Wastewater Usage. This 256.27% increase in water usage and 115.94% increase in wastewater usage seems to be a ridiculous increase. I expect for there to be an increase in cost but not by this amount especially not at one time. My paychecks don't increase by this percentage at a time.

Also, I have been waiting over two months to have someone come out and replant grass seed in my yard where you all replaced leaking water pipes.

Lastly, I appreciate that your employees were out on Sunday over Memorial day weekend to fix the water main break. Thank you for that.

Sincerely, Steve Armstrong Public Service Commission Attn: Water/Sewer Dept. PO Box 360 Jefferson City, MO 65102 DECEIVED JUN 14 2005 UTILITY OPERATIONS DIVISION

Reference QW2005-0009

Commision staff:

İ

I live in the Lake Taneycomo Area Subdivision and received water from LTA Water Co. until February 2005 when at that time it was sold to AQUA Missouri.

I have not seen any improvements since that time except 2 men riding 4 wheelers to read the meters.

Even at this time there is no comparison between Branson water at \$8.89 per 5000 gallons to Aqua Missouri at \$ 14.41 per 5000 gallons. Epps Water Company to subdivisions in this area is similar to what AQUA Missouri is charging now.

The cost of living index has increased less than 5% each year which would equate to an increase of less than 55% since 1994.

AQUA Missouri is proposing an increase from \$14.41 to \$36.34 per 5000 gallons an increase of 152.19% seems to be extremely excessive and unreasonable.

What improvements are proposed with this increase?

John athive

John Atkins 494 River Drive Branson, MO. 65616

Copies to:

Office of the Public Counsel Attn: Lewis Mills P.O. Box 2230 Jefferson City, MO 65102

AQUA Missouri inc P.O. Box 7017 5402 Business Hwy. 50 W. Suite 3 Jefferson City, MO 65102 6/15/05

NECEI E JUN 1 6 2005

Dear Public Service Commission:

UTILITY OPERATIONS DIVISION

We live in Quail Valley Lake Subdivision and after reviewing the rate increase from Aqua Missouri, We don't think it is fair or appropriate. A much smaller increase would be more in line with the real world. Things just don't go up 115.84% at a time. No one can budget for these extreme increases, especially with a monopoly in place. We don't have the option of going to another provider of this service. If part of Aqua's logic is that we can afford such an increase because the homes in this area are expensive they are mismanaging their thoughts as well as their business.

I would suggest a change in providers if Aqua can not live with a reasonable single diget increase.

We hope you will look at there request for a 115.84% increase as very extreme and unnecessary.

herl Bama

Michael and Denise Barnes 2725 Foxdale Dr Jefferson City Mo. 65109

573-636-9754

Office of the Public Counsel ATTN: Lewis Mills P.O. Box 2230 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

This company has not been responsive to its customer base. They made promises at inception to upgrade the system. Since then it has taken heavy prodding to get the promised improvements. They have installed flush valves to solve a severe rust bacteria problem. They have also installed a 10,000gallon standpipe and did a shock treatment on the well this past year. All these improvements required pressure from the PSC as well as the Department of Natural Resources. The shock and standpipe were part of a long list of improvements required by DNR after shigella bacteria appeared in the well. We still get dark water and if water sits for any period of time there is a dark ring left. This is particularly noticeable in the stools.

There are some phrases in the rate raise letter presented us that bother me. I quote: "In addition to the requested increases in its annual water and wastewater operating revenues, the Company is also seeking certain changes to its service charges and connection fees. The request also recognizes that changes to the Company's general business practices, customer service practices and general tariff provisions might occur." These words make me apprehensive. I read into it that the expansion of the systems may be charged to the existing customers to increase the Company's market base. In other words to add more houses and users those already being serviced will be charged to the Company's advantage. We pay for them to make more money. Again I believe that is unfair. Currently there is a dispute between the developer and the Company about who pays to expand the system. It looks as if they are hiding an out in this rate raise.

In closing the company may be due some raise to cover cost increases. However, it needs to be more in line. Say 10-20%. Doubling and tripling service charges is excessive.

Thank you,

Delen Ban

FILE COPY

FILE COPY

Office of the Public Counsel **ATTN: Lewis Mills** P.O. Box 2230 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir:

I am a resident of Lake Carmel subdivision in Cole County. Agua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

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Thank you,

Travis Bar

<u>Eugene</u> MD (6503)

JUL 0 7 2005

JUL 0 7 2005 UTILITY OPERATIONS

Public Service Commission ATTN: Water/Sewer Dept. P.O. Box 360 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir or Madam:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

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Thank you,

Trans Max

Main Bax 10238 Waters Edge Dr. Eugene, MO 65032

From:	Brinkley, Don			
Sent:	Thursday, June 16, 2005 10:52 AM			
To:	Johansen, Dale; Russo, Jim			
Subject: FW: Reference to Request #QS-2005-0010 or QW-2005-0				

From: Gonezouri@aol.com [mailto:Gonezouri@aol.com] Sent: Thursday, June 16, 2005 10:51 AM To: pscisd@psc.mo.gov Subject: Reference to Request #QS-2005-0010 or QW-2005-0011

Our names are Mark and Linda Beardsley. We live at 11095 Sherry Drive, Holts Summit, Missouri 65043. Home Phone number is 573-295-6932. We just received a letter from Aqua Missouri about the rate increase that they want to impose on us for their services with our water treatment. This is absolutely absurd! We have lived here since 1997, before the plant was put into use. It was back there, but it the water was all directed back into a wet weather stream behind the plant. It took us calling the DNR to get it acutally running. There are 19 homes back here right now that are occupied and there are other lots that are for sale. The increase brings the amount that they want to more than double what we pay to get the clean water here. The amount of water that goes down to the water treament plant is less than what we use if you take into account the amount of water that is used for watering our gardens, washing our cars, playing in or whatever. In the begining, when the plant was actually put into use, the alarm would go off after a storm and it would go for hours, until it just rang out. We would call and nobody would show up until the next day. The alarm is very loud and the sound carries as we live in a little valley back here. The light is very annoying and there really is no reason for it to be out there, as nobody shows up here at night to work on the plant. They should try to cut costs by turning off the light and not spending the money on the manpower to line trim around it, it's in the woods. I'll go back there and line trim if it is necessary and will cut the cost. It ALREADY costs us more to dispose of the wastewater than it costs to get the clean water as we are billed now. Thank You for hearing us out. Mark and Linda Beardsley

RECEIVED

JUL 0 6 2005

UTILITY OPEPATIONS DIVISION

8704 North Shore Drive Eugene, MO 65032-2073 29 June 2005

- REFERENCE: QS-2005-0010 and QW-2005-0011

> Long overdue promises finally provided a 10,000 gallon standpipe plus a flush valve near my residence is drained in to the driveway area; but low water pressure prevails with dark and/or cloudy water.

256.27% percentage increase for using 5,000 gallons of water per month is outlandish for a single resident customer.... especially for the service is substandard.

Request favorable consideration be given this matter because this current water service affects my availability of water usage.

CYNTHIA N. BENWARD

Public Service Commission ATTN: Water/Sewer Dept. P.O. Box 360 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir or Madam:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

This company has not been responsive to its customer base. They made promises at inception to upgrade the system. Since then it has taken heavy prodding to get the promised improvements. They have installed flush valves to solve a severe rust bacteria problem. They have also installed a 10,000gallon standpipe and did a shock treatment on the well this past year. All these improvements required pressure from the PSC as well as the Department of Natural Resources. The shock and standpipe were part of a long list of improvements required by DNR after shigella bacteria appeared in the well. We still get dark water and if water sits for any period of time there is a dark ring left. This is particularly noticeable in the stools.

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In closing the company may be due some raise to cover cost increases. However, it needs to be more in line. Say 10-20%. Doubling and tripling service charges is excessive.

Thank you,

Conthia NBernard

CYNTHIA N. BENWARD 8704 North Shore Drive Eugene, Missouri 65032-2073

FILE COPY

June 27, 2005

Office of the Public Counsel ATTN: Lewis Mills P.O. Box 2230 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

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Thank you,

Public Service Commission ATTN: Water/Sewer Dept. P.O. Box 360 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir or Madam:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

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Thank you,

JUL 1 2 2005

UTILITY OPERATIONS DIVISION We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 115.84% increase as very extreme.

Name(s): Brian & Julie Berhorst Address: 5116 Coventry Waye, Jefferson City, MO 6510; Phone Number: Phone Number: 634-5420

Thank you.

JUN 2 3 2005

From:	HelkenB@aol.com
Sent:	Thursday, June 09, 2005 9:15 PM
To:	ISD - PSC; mopco@ded.mo.gov

Subject: AQua/RU, Inc. - Rankin Acres Service Area - QW-2005-0009

Attn: Water/Sewer Dept of the Public Service Commission

Attn: Lewis Mills, Office of the Public Counsel

I have lived in Rankin Acres going on over five years and see no improvements to the water lines......residents have asked on our street West Wade to have the water line replaced time and time again and todate it has not been done......during my time here the water line has broken at least eight times at various locations on this street and has by the outstanding crew employed been repaired with sleeves etc however because the lines were not properly installed years ago there continues to be breaks because the lines were not layed on a proper base......I have no objections to a moderate increase in water bills but I believe that Aqua/RU needs to put something back into the subdivision and upgrade the main water lines and maintain adequate water pressure on a full time basis.

Sincerely

Mr. Kenneth P. Betser, 7627 West Wade St, Republic, MO 65738

FILE COPY

Harrison, Kathy

From:Amd6193@wmconnect.comSent:Wednesday, June 08, 2005 1:40 PMTo:mopco@ded.mo.govSubject:QS-2005-0010 or QW-2005-0011

Office of the Public Counsel Attn.: Lewis Mills

I am a resident of Callaway County, Holts Summit, MO.

I feel the need for a raise in the water/sewer rates might be justified, due to the years that it has not raised. I do take offense to the amount that they are seeking. \$26.14 (256.27%) and \$26.10 (115.84%) respectfully is a mighty big jump. I realize that inflation has jumped also but I don't feel that justifies that much. I also realize that the company has been changing, but maybe they need to look harder at the changes they want to make in their business practices, are they really needed?

As far as customer services, what have they got to offer? I have never had them offer any services of any kind other than water and sewer, and I have been here since 1995.

The companies operating revenues increase is for what? To build a newer building? Supply themselves with newer vehicles? Take more exotic vacations? If that is the case I would say no to the raises. If the company can't make do with the equipment they have they need to adjust within themselves.

Thank you for the opportunity to address these issues. Mark Birmingham 12429 CO Rd 4047 Holts Summit, Mo. 65043 amd6193@wmconnect.com June 13, 2005

Public Service Commission Attn: Water/Sewer Dept. PO Box 360 Jefferson City, MO 65102

DECEIVED JUN 15 2005 UT.-- UT. OPEPATIONS

Dear Commission Members:

This letter is in response to the proposed operating revenue increase by Aqua Missouri, Inc.

First, I appreciate the service of Aqua Missouri, Inc. and am in no way dissatisfied. However, I feel the proposed increase of 91.41% would cause undue hardship to many of their customers in my area. We have people from all different socioeconomic levels in our subdivision, many of whom probably live on a tight budget. Having this increase all at once would be too much burden to bare. I feel a much more palatable solution, if they need this much of an increase to continue operating, would be to phase in the increase over time. Perhaps 30% per year over the next three years would be a possibility.

There has also been talk of having metered service to make the cost more equitable. At a recent meeting, the Aqua Missouri representative said that isn't going to happen in the near future. Maybe a user fee could be added to each bill for those households who use more water. We have only two people in my household, but many of our neighbors have children. Maybe a fee of \$2 or \$3 per person over a base level of two people per household could be added to help finance the increase. Thank you for your consideration. If you would like more information, feel free to call.

Best Regards, Blanche au

Roni Blanche Keith Blanche 4834 S. Bailey Republic, MO 65738 417-732-6794

cc: Office of the Public Counsel Attn: Lewis Mills PO Box 2230 Jefferson City, MO 65102

Harrison, Kathy

From:	Becky Bledsoe [beckybledsoe@hotmail.com]
Sent:	Wednesday, June 08, 2005 7:38 AM
То:	pscisd@psc.mo.gov; mopco@ded.mo.gov
Cc:	beckybledsoe@hotmail.com
Subject:	QS-2005-0010 or QW-2005-0011

I received the notification in the mail about the possible increase in water and wastewater services from AQUA. I understand that increases have to occur but this rate of increase of 115.84% and up all at one time is not good.

COPY

It tells me that they have not been very good stewards in taking care of business since their last increase and should do any increases slowly or people like myself think they are tying to gouge us.

I am against such a large increase because of the above but also because it will put a strain on my family financially.

I would be in favor of a public hearing.

Thank you for your consideration and for the opportunity to express my opion.

Becky Bledsoe 10210 County Rd 2001 Holts Summit, MO We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 115.84% increase as very extreme.

Name(s): Shannon Block Address: 5422 Aberdeen Waye

Phone Number: 634-8733

Thank you.

JUN 2 1 2005

FILE COPY

Reference. 05-2005-0010 OR OW - 7005-0011

July 6,05

Dear Commissioners: -

RE. Aqua Missouri, ENC Maple wood Service AREA

In my 85 years I have Noticed that petitioners have poor results, in their complaints against varied rate requests - however - your letter requesting comments Regarding Various Service problems in our areziand that allows me the following (statements. Our area - Brooking Park Retirement AREA. There have been several broken pipes recently, these areas have been repaired by Aqua. However, after several months, the lawns Never get Leveled OUT, and its an unsightly mess!! We Pay A monthly service fee, and our employees Made these Area's presentable - Money Our of my Pocker-but Not in my yard. Settlement of the ground VOES NOT TAKE 3-4 Months As the Company'says it does.

Also, when a water main breaks, they turn water off to make repairs - We are Never Notified -Water is Just turned off. you can be washing Clothes-or taking a shower- Needing a drink, ect.

RECEIVED JUL 0 7 2005

UTILITY OPERATIONS DIVISION Marvin R. Boehne 181 Brooking PARKAVE Sedalia, Ma. 65301 (60.827-0117)

6-16-05

To. Public Convice Commission Fram. David Joseph Bond RECEIVED Herid Brung Jun 81 2005 JUN 81 2005

> This is in reference to the rate Division increase requested by Agua/Ry INC. Cravk Mountain Service, Quea.

It comes to my attention that this would double my monthly bill For up grades to the system New in place.

It is my opinion that this not only is to high, but is also unfair. This is un Fair due to many people do not use 5,000 gols. / month. However there are business that do. Hud we would be paying For their benefit,

What would be a Fair means to Pay For the upquade, would increase the base vetes by solo of the Now Monthly Changes & Reduce the Number a F gallows supplied per Month to 2,500 with additional Changes For those gallows used Thank you Daine Joseph Bod

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From: Tom And Kathy Boyer [boyer2818@earthlink.net]

Sent: Monday, June 13, 2005 8:01 PM

To: ISD - PSC

Subject: Aqua MO rate increase

We live in Quail Valley Lake subdivision in Jefferson City and after reviewing the rate increase request from Aqua MO, we don't think it is fair. We hope you will look at their request for a 115.84% increase as very extreme and unnecessary.

Thomas and Kathy Boyer 2818 Foxdale Drive Jefferson City, MO 65109

Harrison, Kathy

FILE GUPY

From: Dave Brazie [dbrazie@charter.net]

Sent: Wednesday, June 08, 2005 4:21 PM

To: mopco@ded.mo.gov

Subject: Rate Increase

Dear Sirs:

I am writing with regard to rate increase request #QS-2005-0008

from Auqua Missouri. This company provides sewer service to our subdivision which is consists of 16 homes. 15 of these home are occupied, and one is a new "Spec House" that is for sale. Our subdivision is restricted to senior citizens. We are all retired and on fixed incomes. We are presently paying \$35.00 per month. Aqua Missouri wishes to raise the payments to \$75.00 per month. That is an increase of over 100%. They are trying to increase their profits on the backs of those who can least afford it. I hope you will consider this when you are investigating the need for this increase.

Yours Sincerely David L. Brazie 106 Evergreen Court Laurie, MO 65037 (573) 374-2787 e-mail: <u>dbrazie@charter.net</u>

From: Sent: To: Subject: Shannon Brenneke [shannonb@wallstreetins.com] Wednesday, June 08, 2005 9:08 AM ISD - PSC; mopco@ded.mo.gov QS-2005-0010 and QW-2005-0011

To Whom It May Concern:

I have received notice from Aqua Missouri that our Sewer Service will be increasing by 115.84%. I believe this is an outrageous increase. Since I have lived at my residence, I am not aware of any improvements that were made in our Sewer system to justify this increase. I would like to be notified if there are any public meetings scheduled to discuss this matter.

Thank you,

Shannon Brenneke 3416 Wardsville Rd. Jefferson City, MO 65101 573-556-0766 shannonb@wallstreetins.com

PRIVILEGED AND CONFIDENTIAL: The information in this transmission, including attachments, is confidential and for the exclusive use of the addressee and may contain proprietary, and/or privileged information. If you are not the intended recipient, you are notified that, any use, copying, disclosure, or distribution is strictly prohibited and may subject you to criminal or civil penalties. Please notify the sender immediately by replying to this email and delete this information from all computers.

Harrison, Kathy

From:Shannon Brenneke [shannonb@wallstreetins.com]Sent:Wednesday, June 08, 2005 9:08 AMTo:pscisd@psc.mo.gov; mopco@ded.mo.govSubject:QS-2005-0010 and QW-2005-0011

To Whom It May Concern:

I have received notice from Aqua Missouri that our Sewer Service will be increasing by 115.84%. I believe this is an outrageous increase. Since I have lived at my residence, I am not aware of any improvements that were made in our Sewer system to justify this increase. I would like to be notified if there are any public meetings scheduled to discuss this matter.

FILE COPY

Thank you,

Shannon Brenneke 3416 Wardsville Rd. Jefferson City, MO 65101 573-556-0766 shannonb@wallstreetins.com

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From: Jim & Debby Brocksmith [sawmill1@socket.net]

Sent: Tuesday, June 28, 2005 9:09 PM

To: ISD - PSC; mopco@ded.mo.gov

Subject: Aqua Missouri rate increase

This is in regard to the pending request by Aqua Missouri for an increase in residential sewer rate, request number(s) QS-2005-0010 and QW-2005-0011. While I can understand the need for higher rates to cover increased costs, a 115.84% increase seems excessive. A more than doubling of the rates in one jump shows either poor planning by the company of increased costs in the past or greed in trying to get all they can in one jump.

We are a sewer customer of Aqua Missouri.

The company notice says the increase is necessary to recover increased operating costs and capital improvements. What capital improvements have they made to our sewer system? I'm not aware of anything they have done to improve the system. As a matter of fact, the Jefferson City waste water department are the ones who have come out when there has been a blockage in the sewer in our neighborhood. Just what does Aqua Missouri do?

My comment is that a rate request may be needed, but the proposed increase by the company is too big.

Respectfully submitted Jim Brocksmith 1418 Summit View Drive Holts Summit, MO 65043

No virus found in this outgoing message. Checked by AVG Anti-Virus. Version: 7.0.323 / Virus Database: 267.8.1/28 - Release Date: 6/24/2005

RECEIVE JUN 15 2005 UTILITY OPERATIONS

Dear sir:

I recently received your letter concerning an increase in water/sewer rates **Qs-2005-0010**. I can appreciate the fact that you have not had an increase in rates since 1994. However unless you people have started wearing turbans and riding camels a 256.27% increase is a bit much don't you think? This is water and not oil we are talking about. I know it must be very tempting when you are the only game in town to gouge your customers but PLEASE. Can't you gouge in stages or something. I would be happy to pay a slight increase as everything has a tendency to become more expensive as time goes by, say a 10 to 15 % increase. I can't imagine an increase of the type you are suggesting to be justified. As you know the Maple Wood area is a low to moderate income area. This means people like me don't have much money. I pretty much get by from one check to another. Please give us a break and be fair with your increases.

Sincerely,

by Erioch Mike Brosch

We live in Grande Highland Estates and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at their request for a 115.84% increase as very extreme.

Name(s): Dr. and Mrs. Paul S. Brown, Jr. Address: 5202 Coventry Waye Jefferson City, mo 65101 Phone Number (573)893-2068 COPY Thank you.

1

1302

JUN 2 0 2005

From:	Mike Brown [brazito3@hotmail.com]
Sent:	Tuesday, June 28, 2005 8:40 PM
To:	ISD - PSC
Cc:	mopco@ded.mo.gov; brazito3@hotmail.com
Subject:	Comment re: QS-2005-0010

Michael E. Brown 10339 S. Shore Dr. Eugene, MO 65032 Brazito3@hotmail.com

June 28, 2005

Public Service Commission Attn: Water/Sewer Dept. PO Box 360 Jefferson City, MO 65102

RE: QS-2005-0010 QW-2005-0011

To Whom It May Concern:

I am writing in response to a notice from our water and sewer service provider, Aqua Missouri, Inc., regarding their request for a significant increase to the water and sewer rates they charge their customers (256.27% and 115.84%, respectively). The notice, received on June 7, 2005, was not dated. However, comments and questions regarding this rate increase were to be provided "within 30 days of the date of this notice." Given the track record of this company, I can only assume it was intentional to omit the date so as to reduce the number of valid comments received.

The rate increase they propose appears to be completely out of line with the quality of service we have received. Yes, there have been improvements and they have recently installed a water tower. We were told this was to increase the water pressure, which it has not. (I have learned recently this may have had more to do with the issue of allowing debris to settle in the water before it is pumped through the lines.) Regardless, we continue to have occurrences of rusty water.

The rate of increase they are requesting can only lead me to believe they are aiming high to get a rate increase that is lower, but still substantial.

I urge you to carefully review the records and past performance of this company before allowing any increase to take effect, let alone, one that is so extreme. Thank you for your consideration.

Sincerely,

/S/ Michael E. Brown

Michael E. Brown Lake Carmel Estates Resident

C: Office of the Public Counsel

On the road to retirement? Check out MSN Life Events for advice on how to get there! http://lifeevents.msn.com/category.aspx?cid=Retirement

From: Sent: To: Subject: Craig, Todd* Wednesday, June 15, 2005 10:36 PM Russo, Jim; Johansen, Dale FW: Rate Increase - Account 85001140-01

----Original Message----From: Priscilla A Brown To: pscisd@psc.mo.gov Cc: mopco@ded.mo.gov Sent: 6/15/05 12:55 PM Subject: Rate Increase - Account 85001140-01

I am writing to protest the exorbitance rate increase for our water usage in Hollister, Missouri. We have a vacation condo at 157 River Point Rd, #15, Hollister, MO 65672 and use very little water. We are only there for just a few days about 4-5 times a year. So many months there is not any water used at all, and we probably don't even use the 1,000 gallons we are charged for when we are there. The current minimum monthly charge is \$15.03 and it would go to 24.51, which means we will be paying about \$200 a year for water we never use. I can understand a rate increase, but this amount is outrageous!

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Another reason I want to protest is the fact many older retired people live in that area. Many of them have limited resources, and this amount of increase could be a financial hardship on many of them.

Thank you for your consideration in this matter.

Priscilla Brown 8734 So. Richmond Tulsa, OK 74137 June 14, 2005

Robyn Brown 9423 Erika Lane New Bloomfield, MO 65063

Public Service Commission Attn: Water/Sewer Dept. P.O. Box 360 Jefferson City, MO 65102

Re: Increase in sewer costs QS-2005-0010 or QW-2005-0011

To Whom It May Concern:

I am receipt of the letter concerning the rate increase proposal for my sewer services. My husband and I recently moved into our new home in the New Bloomfield area. Before we purchased our home we were told the fee for sewer services would be \$22.53 per month and that this flat fee would remain the same. That amount is what we budgeted for and that amount seemed fair to us.

Well, we haven't even been there a year and 30 more new homes are being built so it seems to me Aqua Missouri's business is doing quite well. I think the proposed increase amount of \$48.63 for sewer every month is a ridiculous fee, when my secretary who lives in Cole County only pays \$22.50. I have also talked to several other people throughout the community and their rates are comparable with the rate I am paying now. I pay approximately \$30.00 for water and then in addition have to pay sewer. It seems odd to me to pay more for sewer than water?

I understand that small businesses need to accommodate themselves with rate increases as our economy changes but doubling our fee is not fair to the consumer. I think an increase of 115.84% is an unfair amount. I would rather have a septic tank than to pay approximately \$600.00 a year for sewer services.

I'm not sure how far my opinion will go but I'm a fair person and this does not seem fair to me.

Sincerely, Jaun

Robyn Brown

Cc: File

enclosores: sewer bill Water bill

06/14/2005 13:47 573635551 AQUA Missouri	2 CMS ROBYN BROWN 9423 ERIKA LN NEW BLOOMFIELD, MO	MD REGIONAL Billing Date April 29, 2005	OFFI Account Num 850142 Residential - Singl	
Aqua Missouri	Billing Summary Payments Balance Forward \$ 22.53 \$ 0.00	New Charges \$ 22.53	Total Amount Due \$ 22.53	Payment Due Date May 20, 2005

Bill Period Information

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Billing Period from: April 01	to: April 30
Next Billing on or about May 29	
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S Billing Detail

Amount of Last Bili Payments Received - Thank you Balance Forward	22,53	\$0.00
Current Charges Sewer Charge		.
Total Current Charges	********	22.53
Total Amount Due by 05/20/2005 Total Amount Due after 05/20/2005		

Message Center

We realize it's a busy world these days and you surely don't need one more thing to do. With our new EXPRESS PAYMENT PLAN. you can eliminate at least two chores-paying and mailing a check for payment of your monthly bill.

Call us at (800) 851-1305 OR (815)935-8800 and ask about our EXPRESS PAYMENT.

MAR XA BOOM

15

AQUA Missouri

> 1000 S. SCHUYLER AVE. KANKAKEE, IL 60901-0152

Address Service Requested

Seq=349 Cyc=0429 Stains=MON BS-AQUA-01 Acct=85014269-02

AUTOCRR-001 C 2 P 7 **ROBYN BROWN** 9423 ERIKA LN NEW BLOOMFIELD MO 65063-1941

հեստերենային, որնույին, հայերակուն դեպեսներին,



ANTHOP HY 3

Account Number 85014269-02

Total Amount Due \$ 22.53

Due Oate May 20, 2005

Total Amount Due After 05/20/2005...... \$ 27.53

Amount Enclosed



Please make check payable to AMO. Print your account number on your check, then mail to address on the back.

850142690200002253

06/14/2005 13:47

5736355512



Presorted

CALLAWAY 2 WATER DISTRICT P.O. Box 728 Fulton, MO 65251 (573) 642-6898 Return Service Requested

	P.O. Box 728 Fulton, MO 65251 (573) 642-6898 Return Service Requested						Presonted First Class U.S. Postege Paid Fulton, MO Permil No. 723		
ł	Statement Date	5/25/05		Mete	r Read	5/18/05			- }
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•	Amount NC					28.50	9423 ERIKA LAN	E	{ .
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	1						14		

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Message

Russo, Jim

From: William Brown [wgbrow43@sbcglobal.net]

Sent: Monday, June 20, 2005 5:10 PM

To: ISD - PSC; ISD - PSC

Subject: Request Number QW-2005-0009 - Aqua Missouri rate increase request

To: Public Service Commission Attn: Water/Sewer Dept <u>pscisd@psc.mo.gov</u>

Office of the Public Counsel Attn: Lewis Mills <u>pscisd@psc.mo.gov</u>

RE: Aqua Missouri rate increase # QW-2005-0009

I am a property owner in the White Branch service area and received a notice from Aqua Missouri about their rate request indicating a 118.59% increase for part-time residential water users, and a 153.32% increase for full-time residential water users. I realize that Aqua Missouri must make a profit for its share holders but since they have not requested a rate increase since 1994, I can only assume they have been making a profit the last 11 years. I can not fathom what changes and improvements the company has made this last year that would nesessitate such a hugh rate increase.

I also take exception to their computation of the percentage of increase. Going from \$13.50 a month to \$29.51 per month is a 218.59% increase, not a 118.59% AND going from \$16.88 per month to \$42.76 per month is a 253.32% increase. It appears to me that the company's notice is intentionally misleading the public.

I am asking that you please hold a hearing and require Aqua Missouri to provide documented proof of why they need such an increase. I am also asking that you do an independant audit of their records and NOT rely on the forms the company provides to you.

I have never objected to any rate increase from any utility during my 27+ years of home ownership. I do not object to a reasonable rate increase if justified. I just can not see how Aqua Missouri's request can be justified.

Thank you for your consideration and work on this matter.

William G Brown [home address] 105 NE Cove Drive Lee's Summit, MO. 64064

[Aqua Missouri service address] Block 9, Lots 26 & 27 White Branch Warsaw, MO

6/21/2005

June 22, 2005



DIVISION

Public Service Commission P.O. Box 360 Jefferson City, MO 65102

Attention:Water/Sewer Dept.Reference:QW2005-0009

Commission Staff:

We live in the Lake Taneycomo Area Subdivision and received water from LTA Water Co. until February 2005. At that time it was sold to AQUA Missouri.

AQUA Missouri notified us that they are proposing an increase of 152.19%!!!!!! This is beyond unreasonable and extremely excessive. For 5000 gallons of water we now pay \$14.41 their price increase would make that same 5000 gallons \$36.34. The letter mentioned something about improvements? What improvements? We have observed two very unfriendly men riding around on 4-wheelers. These men shut the water off to my home without even walking to my front door to notify me. I walked out and asked what was going on and they looked shocked. They said, "oh! we didn't think that you were home." That is unprofessional, they didn't even check!? We are supposed to pay more for customer service like this?

Even at this time there is no comparison between Branson Water at \$8.89 per 5000 gallons to AQUA Missouri at \$14.41 per 5000 gallons.

The cost of living index has increased less than 5% each year which would equate to an increase of less than 55% since 1994. Please don't allow AQUA Missouri this unreasonable increase.

Inda Drubaker Thank you

CC: Office of the Public Counsel Attn: Lewis Mills P.O. Box 2230 Jefferson City, MO 65102

> AQUA Missouri, Inc. P.O. Box 7017 5402 Business Hwy. 50 W. Suite 3 Jefferson City, MO 65102

Name(s): ROGED & JERENE BUCKMAN Address: 5419 Aberdeen Waye Jefferson City MO 65101 Phone Number: 513-635-6348

Thank you.

Dear Member of Public Service Commission; I live in Quail Valley Lub. I have received notice of a proposed 115.84% wastervater increase proposed lig Aqua Missonie. This is very extrem and I would appriciate your input on this mattu Shank you. Simuly, Bill Burgs PECEIVEI 2913 CANTABERRY JUN-1 5 2005 J.C. Mo., 65109 UTILITY OPERATIONS 573-638-3866 nies:

From: Sent: To: Dan c Butler [danramabutler2@juno.com] Monday, June 13, 2005 9:13 AM ISD - PSC; mopeco@ded.mo.gov

Dan Butler 184 Amherst St. Hollister, Mo. 65672 To Aqua Missouri, We as senior citizens think it is ridiculous for you to raise our rates 63.08%. Don't you have any respect for us on s.s. income. 10 or15% would be more fair and should give you a lot more income. We try to be conservative as it is to try to make ends meet, and be able to live with some respect. Dan and Rama Butler

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Harrison, Kathy

From: Sent: To: Subject: Don T Butler [dontbutler1@juno.com] Wednesday, June 08, 2005 3:24 PM mopco@ded.mo.gov Qw-2005-0009

FILE COPY

June 08, 2005 Don and Ann Butler 2154 Acacia Club Road Hollister, MO 65672 417-335-3538

Public Service Commission: Attn: Water/Sewer Dept. Request number QW-2005-0009

I just received your letter about your proposed rate increase. We moved here from Texas last year hoping to have a good retirement. We are 78 years of age.

The increase that you propose is ridiculous. Not only the increase but also the minimum of 5,000 gallons. 3,000 gallons was \$15.03, now 5,000 is \$36.34. That is \$21.31 more on most of our bills. That is 1.417831 of our water bill. We have had only one month that was over the minimum of 3,000 gallons out of the last seven months. This is more than we can stand.

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Please consider those like us before you put this into effect.

Don and Ann Butler

FILE COPY

6-9-05

Office of The Public Counsel:

Mr. Lewis Mills:

I am writing in response to oppose request # QW-2005-0009 in the White Branch area. This is about 85% retirement Community + 15% unemployed or have part time jobs. An increase of 153.32% is unheard of + not fair to the Senior citizens of this community. I know they som downsize, sond quarterly statements instead of monthly + among other things that would save them money. They do have options. Below is a list of reasons my wife + el oppose this rate increase.

Carh - Soc. Security GLOHA (Wife) - Soc. Security Jun'2005" 19. Tolal 3. "increase

Carl - Medicare 2004 45.80 Jan 2005 78.20 INCrease 32.40 Gloria - Medicare 2004 45.80 Jan 2005 78.20 "#32,40 Carl - BLX+BISHINS 2004 108.40 Jan 05 118.07 increase 9.67 Gloria - " " 2004 104.91 Jan 05 113.71 " 8.80 Carl - Life Insurance 2004 25." Jan "05" 75." Increase 50." Carl Car Insurance 2004 212." Jan "05" 264." Increase 50." Carl Car Insurance 2004 212." Jan "05" 264." Increase 52." and the list your on, gapolene, takes 4 etc. etc. A que Mo. medic to explore their options to help The somion citizena, no take advantage of them. One day they will be one of us. Think about it.

Sincerely, Carl & Carri Iloria a Cant

RECII: JUN 22 2005 UTILITY OPERATIONS DIVISION

June 21, 2005

Public Service Commission Attention: Water/Sewer Department P.O. Box 360 Jefferson City, MO 65102

Dear Public Service Commission:

We live in the Quail Valley Subdivision and after recently reviewing the rate increase request from Aqua Missouri; we don't think it is fair. We hope you will look at there request for a 115.84% increase as very extreme.

Thank you for your assistance in this matter.

Respectfully yours,

Ronald Fr. Camoll

Ronald F. Carroll

RFC/cmk

From: Sent: To: Subject: Jack & Lisa Cartee [cartee@mchsi.com] Wednesday, June 22, 2005 4:12 PM ISD - PSC Comment regarding QS-2005-0010 or QW-2005-0011

To Whom It May Concern:

I am writing in regard to the proposed raise to the residential wastewater rate by Aqua Missouri. I strongly feel that an increase of 115.84% is unreasonable. The letter I received of the proposed rate increase gave no reason for the increase. As you can see by the percentage this increase more than doubles my current bill thus creating a hardship on my finances. Why can't they implement a slow increase over time?

Please investigate this matter thorougly.

Thank you for your attention. Lisa Cartee 2404 Bowe Lane Jefferson City MO 65109

June 18, 2005

YECEIVED

JUN 2 2 2005

Missouri Public Service Commission Water and Sewer Department P.O. Box 360 Jefferson City, MO 65102

UTILITY OPERATIONS DIVISION

This letter is to vigorously protest the proposed 82.16% increase in the water rates for water from the AQUA Missouri Company also known as Aqua/RU, Inc (Ozark Mountain Service Area). I am a customer of this Company for water in Turkey Mountain Estates, a rural subdivision near Shell Knob, Missouri (our house is on Lot 55, Turkey Mountain Estates #1, Berry County, Missouri). This is an older subdivision (about 30 years or more old), all water lines were laid by the original owners, and little or no improvements have been made since. The subdivision has many vacant lots and several new homes in the area, which do not require the installation of new lines, since they already exist. Every new house means they have to pump more water but make more profit without capital expenses.

Among other requests, the Company wants to apply uniform rates to all of the firms that they have bought in resent years. This too I protest since there is a wide difference in the cost of serving various areas due to topography, rock excavations, density of services, degree of treatment, etc. I do not believe our area should have to subsidize the development of water systems in new areas. I note that there is a new subdivision developing nearby and water may be extended to that area. My experience has been that the developers pay for the extension of water lines in their new subdivisions.

As you are aware, interest rates and inflation have been low. I would not object to an increase based on the Cost of Living Index.

Sincerely. Arnold O. Chan

407 E. Marshall St. Toledo, Iowa 52342

From:Ray & Sheila Chapin [rschapin@earthlink.net]Sent:Thursday, July 07, 2005 5:17 PMTo:ISD - PSCSubject:draft water letter 3.doc

Water increase

July 5, 2005

Office of the Public Counsel Att: Lewis Mills P.O. Box 2230 Jefferson City, Mo. 65102

Re: QW-2005-0009 Proposed Water Increase White Branch Warsaw, Mo.

To Whom It May Concern:

Being on Disability, myself, wife, and with most everybody in our addition, we believe, 118.59% and 153.32% a month increase in water a month is completely out of the question. The majority of our community is on disability, or social security retirement with a 2.5% increase a year for cost of living. We all know that with the rising living expenses, food, other utilities, medical expenses, hospital bills, and prescriptions, how are we supposed to live and enjoy our final years in life? After working and serving our country for ³/₄ of our lives, when will it stop? If you want to change more, you should put in meters so we only pay for what we are using. This would be the most logical, reasonable way to solve this issue. I do not object to an increase, but not so much at one time.

Please take into consideration what we are asking of you. My family has owned homes in White Branch for 18 years now. We consider ourselves to be respectable members of the community. We take good care of our property, keep it clean, and do what is asked of us. If you have any questions please feel free to contact me at home any time, as I am always home. July 5, 2005

Sincerely,

Raymond Chapin, Sr. 19037 Coolidge Rd. Warsaw, Mo. 65355 660.438.4410 On Behalf of:

Kent & Donna Kavanaugh Lee & Kirby Buzard Ron & Pat Chapin Don Chapin Ray Jr. & Debbie Chapin Jimmie & Carol Chapin All concerned White Branch Property owners

Name(s): Peter and Karen Clogston (Clogston) Address: 214 Dalwhinne Waye Jefferson City, MO 65101 Phone Number: 573-893-4240 Thank you. quer C

Ĉ.

MARY & WAYNE COLEMAN 2854 FOXDALE DRIVE JEFFERSON CITY MO 65109 Phone: 573-635-1294

RECEIVED JUN 13 2005 UTILITY OPERATIONS

Public Service Commission Attn: Water/Sewer Dept. P.O. Box 360 Jefferson City MO 65102

RE: QS-2005-0010 or QS-2005-0011

Dear Commission Members:

I am a resident of Quail Valley Subdivision in Jefferson City, MO and have received notice of a request by Aqua Missouri, Inc. to increase its fees.

The notice states a proposed increase of 115.84% in the monthly residential wastewater fee. This rate of increase seems preposterous. Certainly the increase in the costs associated with providing this service has not increased that dramatically. The costs associated with bad business decisions or practices should not be allowed to be passed on to the consumer.

Thank you for giving this request for a rate increase your most careful review.

Sincerely avne & Mary Coleman

From:	Craig, Todd*
Sent:	Friday, June 17, 2005 10:33 AM
To:	Russo, Jim
Subject: FW: Rate Increase Aqua Missouri OS-2005-0010 or OW-2005-0011	

Another just received ...

TC

From: Jokerann7@aol.com [mailto:Jokerann7@aol.com] Sent: Friday, June 17, 2005 10:19 AM To: pscisd@psc.mo.gov Cc: mopco@ded.mo.gov Subject: Rate Increase Aqua Missouri OS-2005-0010 or OW-2005-0011

I recently received a letter from Aqua Missouri informing me of a requested rate increase and informing any customer who has concerns regarding the rate increase or recent service problems to contact the Commission. For approximately one year we have had billing problems with this company. They keep tacking on a \$5.00 late charge when, in face, we have never been late with a bill. Each month I call them and they take the charge off and then the next month it appears again. On April 1, 2005, I received a bill with a \$10.00 late fee. When I called I was told it would be removed. However, shortly after that I received a FINAL NOTICE informing me that if the late charge was not paid by April 18, 2005, my sewer service would be shut off. I again called and they tole me "this was a computer error." About this time I became so frustrated I told them I was going to call the Attorney general regarding this problem. They told me that was my "choice" but that they were working on it. When I called the Attorney General's office they suggested I write to the company and put all my concerns in writing. I did so and since that time the two bills I have received show a \$5.00 "Excuse Penalty" and the amount does not show on my balance due. I have not completed and mailed the complaint form to the Attorney General.

I don't believe the upkeep on this lagoon system is very great. Mowing is done very seldom.

As far as the rate increase goes, I believe a request to more than double the amount of a monthly bill is simply absurd. Right now, my sewer bill exceeds my water bill by about \$9.00. If the rate increase is approved the bill will be four times greater than my water bill.

Thank you for your time and attention to this matter.

Ann Colter (Mrs. Charles Jerome) 3437 Horseshoe Road Jefferson City, MO 65109 Phone 573-635-7584

A amusiting in reguard to the letter I received concerning water rate increase. I live in Turky Mountain Mittens #2. my monthly sate is 14.14 a month. We do not live down there year around. maybe down I time a month for 6 mor and 2 times a month the other six months. I don't think we have ever gone over our aboted amount I would hate to have to nay 36.34 a month when I'm not using the water that much. you ask for our views So this is mine. Thank you Earl Compton FILE COP Cheney Ka JUN 67025-0243

From:Brinkley, DonSent:Friday, June 17, 2005 8:27 AMTo:Johansen, Dale; Russo, JimSubject:FW:

From: Brian_S_Conley%SSMCONNECT@ssmhc.com [mailto:Brian_S_Conley%SSMCONNECT@ssmhc.com]
Sent: Friday, June 17, 2005 7:39 AM
To: pscisd@psc.mo.gov
Subject:

Dear Sir:

We live in Quail Valley Subdivision and have been informed of a proposed rate increase requested by Aqua Missouri which would increase sewage services from its present \$22.53 per month to a proposed \$48.63 per month. This represents a nearly 116% increase and is totally unacceptable and represents an outrageous gouging of the consumers. I would point out also that this "industry" basically represents a monopoly as there are no other vendors to choose from. I hope you realize that this type of price gouging is unacceptable to those of us that do not receive 116% pay raises at work annually.

Sincerely yours

Brian and Peggy Conley 2822 Foxdale Jefferson City Missouri 65109

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Publlic Service Commission Attn: Water/Sewer Dept. **PO Box 360** Jefferson City, MO 65102

Reference QW2005-0009

Commision staff:

I live in the Lake Taneycomo Area Subdivision and received water from LTA Water Co. until February 2005 when at that time it was sold to AQUA Missouri.

I have not seen any improvements since that time except 2 men riding 4 wheelers to read the meters.

Even at this time there is no comparison between Branson water at \$8.89 per 5000 gallons to Aqua Missouri at \$ 14.41 per 5000 gallons. Epps Water Company to subdivisions in this area is similar to what AQUA Missouri is charging now.

The cost of living index has increased less than 5% each year which would equate to an increase of less than 55% since 1994.

AQUA Missouri is proposing an increase from \$14.41 to \$36.34 per 5000 gallons an increase of 152.19% seems to be extremely excessive and unreasonable.

What improvements are proposed with this increase?

Copies to:

Office of the Public Counsel Attn: Lewis Mills P.O. Box 2230 Jefferson City, MO 65102

AQUA Missouri inc P.O. Box 7017 5402 Business Hwy. 50 W. Suite 3 Jefferson City, MO 65102

Sandra Coorto



Jul 2 - All

FILE COPY

Creighton & Diane Cox 5322 Danner Bridge Rd. Jeffersm City, MO 65101 573-556-3540 Name(s): Address: Phone Numb Thank you.

6-27-05

agua/RU, Inc. rate increase request. # QW-2005-0009

A live in the Zomakawk Heights area that is serviced by system # 3 well. I have lived here for six years and until the stand pipe was recently installed did not have enough pressure to operated a lawn sprinkler. It is marginally better now with more consistant pressure but inadequate when more than one outlet is used at a time. I do live at the highest location from the well and also (as I have complained about previously) get a lot of air in conjunction with the water, particularly in the morning. I believe the water drains back somewhat overnight leaving a vaid in the pipes. (ais) A do not believe all of the customers should pay the same rate as operating costs will differ from one area to another. Since there are no settling leasure or other needs for purification other than a little chorine in our area compared to many city systems, our overhead costs would be less. at the present minimum rate of #14.11 A really can't afford to water my lawn as the cost Jumps dromatically. The highest rate I have ever poid on a rural water system (minimum) was \$8.00 in Joplin, MO. until moving here. I, and many others in the area are totally opposed to this outragious request and are considering contacting one of the

local well drilling services for a guote on the per foot rate for drilling multiple wells. There is no justification for any increase let alone a P2.16 % increase. Wayne Rawford 43 Bluebird Ln Shell Knob, UMO 65747 1-417-858-9435 ECEIVEN JUN 3 0 2005 UTILITY OPERATIONS DIVISION

June 27, 2005

Public Service Commission ATTN: Water/Sewer Dept. P.O. Box 360 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir or Madam:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

This company has not been responsive to its customer base. They made promises at inception to upgrade the system. Since then it has taken heavy prodding to get the promised improvements. They have installed flush valves to solve a severe rust bacteria problem. They have also installed a 10,000gallon standpipe and did a shock treatment on the well this past year. All these improvements required pressure from the PSC as well as the Department of Natural Resources. The shock and standpipe were part of a long list of improvements required by DNR after shigella bacteria appeared in the well. We still get dark water and if water sits for any period of time there is a dark ring left. This is particularly noticeable in the stools.

There are some phrases in the rate raise letter presented us that bother me. I quote: "In addition to the requested increases in its annual water and wastewater operating revenues, the Company is also seeking certain changes to its service charges and connection fees. The request also recognizes that changes to the Company's general business practices. customer service practices and general tariff provisions might occur." These words make me apprehensive. I read into it that the expansion of the systems may be charged to the existing customers to increase the Company's market base. In other words to add more houses and users those already being serviced will be charged to the Company's advantage. We pay for them to make more money. Again I believe that is unfair. Currently there is a dispute between the developer and the Company about who pays to expand the system. It looks as if they are hiding an out in this rate raise.

In closing the company may be due some raise to cover cost increases. However, it needs to be more in line. Say 10-20%. Doubling and tripling service charges is excessive.

Thank you,

JUL 0 5 2005

UTILITY OPERATIONS DIVISION

10225 Flater's Edge 141. Eugene, Missouri 45032

June 27, 2005

Public Service Commission ATTN: Water/Sewer Dept. P.O. Box 360 Jefferson City, Missouri 65102

PECEIVE JUL 0 5 2005 UTILITY OPERATIONS DIVISION

Re: QS-2005-0010 or QW-2005-0011

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Thank you,

Brian R. Alescher

8505 N. Shore Dr Evgene MO 65032

CEIVE JUN 1 3 2005 Fallie Sinuice Conum UTILITY OPER 1.111 es Mana halia MANT outra OU.I Z in *30 00 a ability cleak +1. It \$579 my mater hill I suiont to pay it our mater an ľ nn a it and if you it, within 24 hill 11 (the shits 10AAnad have Carit believe you think Maise our unater bill _to 16.88 to #42.76. My Ruen 11 - quality - a moula 1.0 1 Vote No Increas an Caumplus

June 10, 2005

Public Service Commission Attn: Jim Russo - Water/Sewer Dept. P. O. Box 360 Jefferson City, Mo. 65102

PECEIVED JUN 13 2005 UTILITY OPERATIONS Re: Aqua Missouri Request No. OS-2005-0008

On June 7, 2005 I received an undated letter from Aqua Missouri advising that they submitted a request, to the Missouri Public Service Commission, for an increase in its wastewater operating revenue on May 14, 2005. They are requesting an increase from \$35.00 to \$75.54 per month. This is an outrageous increase of 115.84%. It appears that this would be the charge for 5000 gallons of water usage. I am a single resident and my water usage is less than 2000 gallons. Already my sewer bill is well over double my water bill, and I pay the same amount as do the homes with double occupancy. We need a fairer way to pay for the wastewater based on usage.

I live in Ozark Meadows II which is within the city limits of Laurie, but we are not provided with sewer service as other Laurie residents are. We pay the same taxes but don't get the benefit of the sewer service which would cost me less that \$20.00 a month. I consider this to be unfair and perhaps even discrimination against senior citizens. All residents of Ozark Meadows II are seniors and all on a fixed income. We get no increases in income except in Social Security, of which most goes for increases in Medicare. Most of us actually get our income buying power reduced by inflation. I would like to know how we can continue to meet all of our expenses. What if all our utilities were increased by 115%?

Mr. Russo, it is time someone looked at this entire Ozark Meadows II sewer situation on our behalf. Please give this you fair consideration as you review Aqua Missouri's request for this unrealistic increase.

Thank you

The Raman

Mrs. Birtie Cunningham 101 Aspen Ct. Gravois Mills, Mo. 65037 573 374 7957

From:	David Dalton [dalton@cofo.edu]
Sent:	Wednesday, June 29, 2005 11:03 AM
То:	ISD - PSC
Cc:	mopco@ded.mo.gov
Subject:	Aqua/RU Rate Increase

I am writing in response to the proposed rate increase by Aqua/RU for water service to Riverside Esatates in Hollister (request # QW-2005-0009). As a resident in Riverside Esatates for over a dozen years, I have seen more than just a few water problems (low water pressure or no water at all, for not just hours, but days!) When I compare my water bills with those who live in the city limits of Hollister or Branson, they are amazed at how high my rates are at present. And frankly, I am shocked at the proposed rate increase. I do not deny any company the right to make a return on their investment, but in the illustrated example provided in the mailing, I found the 68% increase outrageous and insulting. Count me as one who hopes that common sense will rule the day and that the proposed increase will be rejected in favor of something much more reasonable.

1

David Dalton 786 Wisconsin Road Hollister, MO 65672 417-335-8065

From: Sent: To: Subject: Craig, Todd* Wednesday, June 15, 2005 10:35 PM Russo, Jim; Johansen, Dale FW: Aqua Missouri/ LTA Water Service Area

-----Original Message-----From: James A. Davidson To: pscisd@psc.mo.gov Cc: mopco@ded.mo.gov Sent: 6/15/05 1:02 PM Subject: Aqua Missouri/ LTA Water Service Area

I am distraught that this company would even consider raising a water bill 152% at one time. I realize expenses go up as I also run a business which also has this water service company. I have been paying \$8.62 at my place of business as a minimum bill and \$10.38 cents approximately at my home. Now it looks like I would be paying around \$25.00- 27.00 at home and I don't know what will happen at my business for a minimum bill.

Then when that happens we are on Branson, Mo. sewer system and that bill will the same percentage increase. This kins of raise is unreasonable and unjust to say the least. This raise should be spread out over several years. These folks just bought out the lady who owned this system who was making money even at her low prices.

If this raise goes into effect I will do my best to get the folks here to seek our service from Branson City services.

1

James A. Davidson 378 Dandy Way Branson, MO. 65616

From: Eunice davis [kandedavis@socket.net]

Sent: Monday, June 13, 2005 12:45 PM

To: ISD - PSC

Subject: Attn: Water/Sewer Dept.

We want to express our shock and outrage at the proposed rate increase by Aqua Missouri. (request # QS-2005-0010 or QW-2005-0011) Please do everything in your power to see that this 115.84% increase is not approved for our wastewater system.

Thank you, Keith and Eunice Davis 4813 Sunrise Dr. Jefferson City, MO 65101 573 395 4154

ECELVE Π 0/2 Theep JUN 1 5 2005 4.3 2 UTILITY OPERATIONS DIVISION 199747 0. ultic Anice Commission 501 360 upon lito 4th 2005 me May 2005-0009 IDIALO

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June 27, 2005

JUL 0 5 2005

UTILITY OPERATIONS DIVISION

Public Service Commission ATTN: Water/Sewer Dept. P.O. Box 360 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir or Madam:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

This company has not been responsive to its customer base. They made promises at inception to upgrade the system. Since then it has taken heavy prodding to get the promised improvements. They have installed flush valves to solve a severe rust bacteria problem. They have also installed a 10,000gallon standpipe and did a shock treatment on the well this past year. All these improvements required pressure from the PSC as well as the Department of Natural Resources. The shock and standpipe were part of a long list of improvements required by DNR after shigella bacteria appeared in the well. We still get dark water and if water sits for any period of time there is a dark ring left. This is particularly noticeable in the stools.

There are some phrases in the rate raise letter presented us that bother me. I quote: "In addition to the requested increases in its annual water and wastewater operating revenues, the Company is also seeking certain changes to its service charges and connection fees. The request also recognizes that changes to the Company's general business practices, customer service practices and general tariff provisions might occur." These words make me apprehensive. I read into it that the expansion of the systems may be charged to the existing customers to increase the Company's market base. In other words to add more houses and users those already being serviced will be charged to the Company's advantage. We pay for them to make more money. Again I believe that is unfair. Currently there is a dispute between the developer and the Company about who pays to expand the system. It looks as if they are hiding an out in this rate raise.

In closing the company may be due some raise to cover cost increases. However, it needs to be more in line. Say 10-20%. Doubling and tripling service charges is excessive.

Thank you, m &Kelli Dickey 809 Nr. Share Dr. Eugene, MD 65032 (573)496-4014

Name(s): Mr. + Mr. Mill Dutter Address: 210 Dalwhinne Way. Phone Number: J.C. MO 65101 FILE COPY 893-3382 Thank you. s a ver JUN 1 7 2005

From: mike doty [mdpest@iland.net]

Sent: Wednesday, June 08, 2005 6:55 AM

To: ISD - PSC

Subject: OW-2005-0009

RE: AQUA/RU INC. WHITE BRANCH AREA

this request for a rate increase is totally out of line, i operate a small business here in warsaw, i flush the toilet 3-4times a day wash my hands 3-4 times a day, don't drink the water because it stinks and the 16.88 charge is too much, it is unfair and if they raise the charge to 42.76, well i will have the water disconected and put a porta potty out front. thank you.

mike doty white branch area wildcat dr warsaw mo. 660-438-6280

Name(s): Eric & Joan Dulle Address: 400 Highland wave Phone Number: Person City mo. 65101

573-761-4500

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FILE COPY

Thank you.

Name(s): Kuth + Shelley Duncon Address: 5210 Couldtry Waye Phone Number: 636-0469 Thank you.

JUN 1 7 2005

FILE COPY

Name(s): Douglas R. Dinwillie Address: 5130 Tanner Bridge Rd., Jefferson City, Mo. 65101 Phone Number: 573-634-4932

Thank you.

JUN 2 0 2005

85102-2230

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FILE COPY
June 29, 2005

Public Service Commission Attn: Water/Sewer Dept. P O Box 360 Jefferson City MO 65102

Re: QS-2005-0010 or QW-2005-0011

To Whom It May Concern:

We were recently notified by Aqua Missouri of their request to the PSC for an increase in their wastewater rates.

I do not have an objection to an increase - which I realize is necessary - however I do object to an increase of 115.84% (from \$22.53 to \$48.63) per month. This seems to be quite an excessive increase.

Thank you for your time.

Sincerely,

Robert & Mary Eichholz 7805 Route M Jefferson City, MO 65101 June 27, 2005

CEI

JUL 0 6 2005

UTILITY OPERATIONS DIVISION

Office of the Public Counsel ATTN: Lewis Mills P.O. Box 2230 Jefferson City, Missouri 65102

Re: QS-2005-0010 or QW-2005-0011

Dear Sir:

I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and actual cash figures of a \$52.24 monthly rate raise is exorbitant.

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There are some phrases in the rate raise letter presented us that bother me. I quote: "In addition to the requested increases in its annual water and wastewater operating revenues, the Company is also seeking certain changes to its service charges and connection fees. The request also recognizes that changes to the Company's general business practices, customer service practices and general tariff provisions might occur." These words make me apprehensive. I read into it that the expansion of the systems may be charged to the existing customers to increase the Company's market base. In other words to add more houses and users those already being serviced will be charged to the Company's advantage. We pay for them to make more money. Again I believe that is unfair. Currently there is a dispute between the developer and the Company about who pays to expand the system. It looks as if they are hiding an out in this rate raise.

In closing the company may be due some raise to cover cost increases. However, it needs to be more in line. Say 10-20%. Doubling and tripling service charges is excessive.

Thank-you, Sonald Kriten

June 17, 2005

Public Service Commission Attn: Water/Sewer Dept. P.O. Box 360 Jefferson City, MO 65102

RE: Aqua Missouri - Reference to request numbers QS-2005-0010 & QW-2005-0011.

To Whom It May Concern:

I am a customer of Aqua Missouri as they provide my sewer (waste water) service. I have been a customer for just over a year now. I must tell you I am extremely upset to learn of the requested price increase. I understand the need for increases, just as other cost of living; however, to increase cost 115% is OUTRAGEOUS! Do we get 115% pay increases over ten years...I would venture to say 98% of paying citizens do not.

I urge you to reject their request and at most, allow only a 50% increase. This seems fair to me.

Thank you very much for your time and cooperation.

Sincerely,

Craig Engelbrecht 2904 Fairview Circle Jefferson City, MO 65109 June 18, 2005

Dear Public Service Commission:

We live in the Quail Valley Lake Subdivision in Jefferson City, Missouri and after reviewing the rate increase request from Aqua Missouri, we do not think that it is fair. We hope you will look at their request for a 115.84% increase as very extreme.

Thank you for your consideration.

Bob En

Bob Engle 2919 Cantaberry Drive Jefferson City, Missouri 65109 573-636-8909

JUN 2 2 2005

UTILITY OPERATIONS DIVISION

UD UD:36 17

June 17, 2005

The Public Service Commission Attn: Water/Sewer Dept. P.O. Box 360 ٢. Jefferson City, MO 65102 Fx: 573-751-1847

Subject: AQUA/RU, Inc. - Ozark Mountain Service Area Requested; Rate Increase, and Service Charge, etc. Request# QW2005-0009

Sir:

I am a 76 year old man that has seen a lot of increased rate in my time, but, a request for an 82.16 percent increase blows my mind.

This company knew the condition of the system when they purchased it. I do not know if it was a good or bad decision; however, they do not deserve an 82.16 percent rate increase. The old ploy of requesting a higher rate knowing it will be lowered should not be approved.

My place is in the Shell Knob Missouri area. There are a lot of elderly retired people in this area. Most are on a fixed income. Every penny has a place to go, leaving very little left over.

I know that businesses must increase their rates periodically to stay in business.

Therefore, I believe a 15 percent increase should be sufficient.

Your honest consideration is appreciated.

Sincerely,

Max Evans

972 797 9705

RECEIVED JUN 1 3 2005 Fauric, MO. June 11, 2005 UTILITY OPERATIONS DIVISION Office of Public Coursel att. Lewis Mills Jofferson City. Mo. Public Services Commission att. Water/Server Dypt. Jufferson Cety, Mir Mo, about the increase in our waste water here at Jack Meadows Theefare asking the commission for a 115:84 73 Encrusie in monthly rates We are on a Just income & I can't imagine an increase of this magnitud Samo to me there needs to be more study done on this. Current monthly rate 35,00 proposed vate would be 75.54 Can you imagine if each of us here in Ozark meadows received an in crease in some monthly Social Security Checks how great that would be Sam strictly against a raise of this Takine City, Mon Charges 24.00 pw 12000 gat result - yours truly Pat Evand 405 Brook Valley Jm. Jamie, mo, 6 5to 37

From: Sent: To: Subject: jim.farthing@starband.net Monday, June 20, 2005 3:28 PM ISD - PSC QS-2005-0010 or QW-2005-0011 response

I am writing this in response to the letter I received from Aqua Missouri concerning their intent to raise water rates.

Although a rate increase has not occurred in 10 years, I have to question the amount they want to increase. I do not believe that a 250% increase in rates is justified. I encourage you to please look carefully into their finances to see why they feel that such an increase is necessary.

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Thank you.

Jim Farthing 2219 Moreau Terrace Jefferson City, MO 65101 Dear Public Service Commission:

We live in Quail Valley Lake Subdivision and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will look at there request for a 115.84% increase as very extreme. $P E \subset \exists I V E$

JUN 1 4 2005 UTILITE DEBATIONS Mawin Huite Feldman 2815 Cover Lane - 573-635-7396 J.C., MO. 65109

From: Sent: To: Subject: Brinkley, Don Thursday, June 16, 2005 7:30 AM Johansen, Dale; Russo, Jim FW: Aqua Missouri rate increase

----Original Message----From: rich-linda@earthlink.net [mailto:rich-linda@earthlink.net] Sent: Thursday, June 09, 2005 1:37 PM To: pscisd@psc.mo.gov Cc: mopco@ded.mo.gov Subject: Aqua Missouri rate increase

I'm sending this email in regards to the proposed rate increase QS-2005-0010 and QS-2005-0011. I'm very discouraged that this company wants to increase my charges monthly by 115% for waste water removal at my residence. It should not be mine or any other customer's problem that this company waited 11 years to propose or have a rate increase and now has an operating problem financially. They should have proposed smaller increases over the years instead of one enormous increase. This seems like a management problem they want the consumers to fix overnight! Another thing is the way the letter is written, saying they asked for a rate increase on May 14, 2005 and sending out the notice to the customers on June 5, 2005.

The letter says we have 30 days from the date on the notice to respond. The only date in the letter is the May date and does this mean we only have until June 14, 2005 for responses? This could have a negative impact if everyone receiving this notice misinterprets the letter and does not respond immediately like I am. My house is only 4 years old and I am expected to make up an additional 7 years due to mismanagement.

If this increase is allowed to go through at this rate we are really getting screwed! My payroll increases the last 7 years I lived in Missouri have not equaled 115% total!

1

Thank you,

Richard Felleti 11421 Valley View Ct. Holts Summit, MO 65043

From:Marty [m3f2ktz@yhti.net]Sent:Wednesday, June 08, 2005 9:40 PMTo:mopco@ded.mo.gov

Cc: ISD - PSC

Subject: Aqua Missouri

Attn: Lewis Mills Office of Public Counsel AND COPY TO Attn: Jim Russo, Water/Sewer Dept Public Service Commission

Regarding Request No. QS-2005-0008 Aqua Missouri

I received an undated letter from Aqua Missouri on 6/6/05 advising that they submitted a request to the Missouri Public Service Commision, for increases in its annual wastewater operating revenue on May 14, 05. The increase they are requesting is from \$35. to \$75.54.

I believe this to be an outragous increase. The fact is, I have considered all along that \$35. per month is outragous.

The letter appears to apply only to Ozark Meadows II but states that they have not had an increase in rates since 1994. I don't believe that Ozark Meadows existed at that time. I believe it was started in 1997. My first payment for sewer service was dated 7/14/2000. I purchased my house Sept 1999. Auga Source purchased this sewer system sometime after 7/14/2000. Therefore, how can they make it appear that rates on this system have be in effect since 1994?

The residence of the 14 homes in Ozark Meadows are all retired (this is a community restricted to persons over age 50). We are on fixed incomes. My personal income has recently been reduced by \$150 per month due to interest rates being reduced drastically on my small investment. I depend on this small addition to my Social Security and small pension income to pay ever increasing bills.

When I was looking at the home I purchased in Ozark Meadows I was given a list of monthly estimated costs for services, including sewer service showing an average of \$18.00 monthly so \$35. was already nearly double what I anticipated. Neither the realtor nor the seller advised me of the increase until after I purchased the house. So I was taken advantage of then and am being taken advantage of again.

I am a resident of Laurie Mo. The City of Laurie is taking advantage of us as well. They have put in a sewer system paid for by taxes from all residents. All residences have now been hooked to the new sewer except our area. Their bills are based on water usage. Our's are based on nothing. If I were on the Laurie sewer my bill would be less than \$20.00. Isn't this a form of discrimination?

I have been advised by the City of Laurie that they offered to advise the sewer company, serviceing our area, the amount of water used by each of us each month, before we went on the system, so that our charge could be more fair. Ozark Meadows Inc. would not agree to pay a fee for this service, so again we are victimized.

Should we not be furnished with sewer service by the City of Laurie, as all other tax paying city residents? Is this not a form of discrimination? Should we not get some form of tax refund or credit on our water bill? Maybe we should not be charged more than the minimum for our water, which I believe is \$6.50 per month. This would give us from \$10. to \$20. (depending on our water useage). This is a workable suggestion though small and still unfair to the singles. Less water usage=less advantage and still a larger sewer charge on less water usage.

The table shown in Aqua Mo.'s letter refers to customer using 5,000 gallons of water per month. As a single

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resident my water usage per month is not even half that. Of the 14 homes, seven are single residents and we pay the same amount as the homes occupied by couples. Many of us are gone from 1 to 4 months in the winter. There is no allowance for the fact that we use no water (therefore no sewer service) during that time.

Mr. Lewis, (and /or Mr. Russo) I really believe this entire sewer system situation at Ozark Meadows in Laurie should be given your full investigation in an effort to bring us more in line with other Laurie Mo. residents and avoid further unfairness for the residents of Ozark Meadows in Laurie. Please give this your fair consideration and help us any way you can.

Sincerly Martha M. Fiser 102 Aspen Ct. Gravois Mills, MO. 65037

From:Rich & Ruth [rnrfisher@midamerica.net]Sent:Thursday, June 16, 2005 8:42 PMTo:ISD - PSC; mopco@ded.mo.govSubject:Aqua Missouri Rate increaseAttachments:Signatures, page2.jpg; Signatures, page1.jpg

To Missouri Public Service Commission and Office of Public Counsel:

In regard to the rate increase which Aqua Missouri Inc. has filed (request #QS-2005-0010 or QW-2005-0011).

We, the residents of Van Loo Lake Subdivision urge the Commission to carefully consider the outrageous increase that Aqua Missouri has asked for. In our subdivision, we all have and maintain our own septic tanks. We are required to be tied into the evaporation pond that Aqua Missouri supposedly maintains. To our understanding they do not own the property and did not install the evaporation ponds. The only evidence we have of Aqua Missouri maintaining this is a monthly bill we receive in the mail.

Is it fair and just that we should pay such high fees for not <u>wastewater</u>, but <u>graywater</u> treatment? And also is it fair that a flat fee should be charged and not a fee based on actual water usage? We have families in this subdivision that range in size from 1 person to 10.

We respectfully request that the commission hear our concerns and feel free to visit the "so called" treatment facility off Roling Road in Jefferson City, MO.

Sincerely Yours, Richard Fisher 5826 Sterling Ridge Jefferson City, MO 65101 573-659-8341

NOTE: Aqua Missouri gave it's customers 30 days from the date on the notice which they mailed out, to respond to the Commission. The date on this notice is May 14, however we did not receive it until approx June 7th. That left only about a week to canvas the neighborhood for signatures. This is the way Aqua Missouri treats its customers!

gi ang j Ser 6/23/05/ Name and Address Signatures Phone # nijchael AB 573-634-2908 Michael J. BAX 5818 Sterling Ridge, Jefferson City, MO Stacust Bay John R. Gulide 5810 Sterling Ridge Jeffer SUR 6/23/0 573-813-5322 which Tram SLR 6/23/05 Bruce Bart 5804 Steeling Ridge J 573-636-6224 Bun mail 65101 MO Michelly Bac Midge JC michelle Bay 973-636-6224 65101 NO SIR 6/23/05 Paul Dutfer 573-761-1432 Hero City, mo 6510 474 G Mike Hughes 3719 Vipla mile 573-556-89/2 90 Hun Referson City Mo 65101 Belinda Hughes 3719 Violas 573-5568912 04 Bolinda Hour Jeff Cap Stephen Buchter Ul 6/22/05 Stephen e Carol Butchter 3805 Viole View 573-761-0761 Burtler and JEfferson City, Mo. 65101 Sch 6/23/05 Duce + Myra Hul 573-896-9521 JL ~0 65101 S.R 6/03/05 Randy Boeckman 3603 hate crossing Jefferson City MO 65101 Rough Briching 761-4268 barri SUR 6/03/05 Dan & Karen Anderson Blille Lake Crossing Road Setterson City, MD 65701 Indoison 636-0655 MARK A. Bell . 5900srahlag Ridge there Isel 636-9598 SLR 6/23/05 SA City NobSIU Page 1

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Capitol City Property Management, Inc.

P.O. Box 1554 + 4923 Bus. Hwy. 50 West + Jefferson City, MO 65102 Phone (573)893-5759 + Fax (573)893-7488

> RECEIVE JUN 23 2005

UTELITY OPERATIONS DIVISION

Public Service Commission Attn: Water/Sewer Dept. P.O. Box 360 Jefferson City, MO 65102

, MO 05102

Re: QS-2005-0010 QW-2005-0011 Water and Sewer rate increase.

Dear Sirs,

6-21-05

I have received your letter regarding the proposed rate increase for water and sewer services. Our company has 78 residential properties that use AQUA Missouri sewer. A 115.84% increase in this service will cause what we consider an undue burden. This proposed increase would cost our company approximately \$1,730.04 per month and \$20,760.48 annually.

I respectfully ask that you reconsider an increase of this magnitude. An increase of \$20 plus per month for a homeowner would not be desirable but multiply that by 78 and it becomes unbearable. Perhaps there could be some kind of provision for those who own multiple residential properties. Please take this into consideration before assessing the increase.

I thank you for your time and consideration in this matter. If you need any information from me, please feel free to contact me at 573-893-5759.

Sincerely.

Mark Flippin Capitol City Property Mgmt.

From:curtis.fox@gsa.govSent:Tuesday, June 14, 2005 9:42 AMTo:ISD - PSC; mopco@ded.mo.govCc:maynardfan@fedweeknet.comSubject:re: request number QW-2005-0009

As a water customer for this location years before Aqua Missouri / RU began providing service I am amazed that they have the audacity to ask for an increase of over 100 % in rates. For starters they are basing their request on "a residential customer that uses 5,000 gallons of water per month". I'm not sure how they can calculate ANYTHING based on usage since are no usage meters at any individual homes. In fact I believe that in some cases there are 20-30 homes on a single shut off valve.

Several years ago a water tower was built. At that time the water pressure did increase to a more satisfactory level, and the water quality also improved. However nothing else was done at that time. The pipelines throughout White Branch were not replaced, no individual shutoff valves were installed, or meters to determine actual usage. There have not been any major improvements made since the water tower was installed. I don't think there is a full time service technician (I believe they use someone who works in that part of the state and covers a large geographic region).

The letter sent to me by Aqua Missouri states that the company "proposes a change whereby all customers, regardless of their service location, would pay the same rates for the services rendered". Two questions that immediately come to mind are: Why should circumstances from other service areas be considered as part of the White Branch proposal? How can they even consider a "pay the same rates" system when there are no usage meters (or even shut-off valves) at each home location ?

One final comment about the current rate structure: I am a "part time" customer. Under the current set-up I pay 80% of what a full time customer pays (\$ 13.50 versus \$ 16.88). This seems very unfair, since I'm sure that the water usage by a typical full time customers is probably at least twice as much as a part time customer. I know there are a lot of variables involved, but I imagine that there has been a study done somewhere that would bear this out. Since the White Branch area does not (or probably ever will have) individual usage meters this issue should also be addressed.

I'd like to know what the Public Service Commission and/or the Office of Public Counsel plan on doing about request number **QW-2005-0009**. Will there be any public hearing ? Please let me know what your plans are.

Thanks,

Curtis D. Fox

work email - Curtis.Fox@gsa.gov home email - maynardfan@fedweeknet.com

From:Gf4765@aol.comSent:Tuesday, June 07, 2005 9:10 PMTo:ISD - PSCCc:mopco@ded.mo.govSubject:Aqua Missouri proposed rate increase

Re Request numbers QS-2005-0010 and QW-2005-011

Attention: Water/Sewer Dept

I would like to voice my opinion about the proposed rate increase requested by Aqua Missouri. The current rates are excessive as far as I'm concerned, but for them to double...and to not be tied to actual usage is very unfair to those of us who are barely getting by as it is.

Taxes on phone service, cable service, are already killing people on low or fixed incomes. At least we have the option of discontinuing those services, but water and sewer are not something we can do without.

I don't think the increase should be based on the company's operating income, although I don't see how a sewer tax can legally be charged when there is no sewer...only sewage lagoons. I can't imagine that the cost for treating wastewater if that much.

If the cost of providing wastewater treatment is actually that much, then I think the obvious thing would be to find more efficient means of treating it, or to look at reducing regulatory burdens that are making the process more costly.

The other point I need to make is that this company has a monopoly and that it's users have no choice in the matter. It's not like we can do anything except pay it or lose our water service.

Lastly...if the service were based on an equitable rate per gallon of water used, it wouldn't be as bad, but people who use small amounts of water pay very near the same as someone who uses 5 times as much, so that is making the small homeowners subsidize large business users.

Thanking you in advance for your consideration.

Gregory Francis 1730 Lee St

6/20/2005

Holts Summit, Mo. 65043

FILE COPY

Harrison, Kathy

From:Gf4765@aol.comSent:Tuesday, June 07, 2005 9:10 PMTo:pscisd@psc.mo.govCc:mopco@ded.mo.govSubject:Aqua Missouri proposed rate increase

Re Request numbers QS-2005-0010 and QW-2005-011

Attention: Water / Sewer Dept

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Thanking you in advance for your consideration.

Gregory Francis 1730 Lee St Holts Summit, Mo. 65043

6-08-05

Public Service Commission Atta : Water Server Dept. P.O. Box 360 Jefferson City, Mrc. 65102

RECEIVEL JUN 0 9 2005

UTILITY OPERATIONS DIVISION

Ru: \$5-2005-0008

We are in a fixed manne and cannot afford such a large increase. My hurboard Just had a pacemeter & defibuter implasted

Please remaider the approval of this increase Thank you.

Mrs. John Frenk 303 Brook Valley In. Gravois Mills Mo. 65034

From: Mike Frank [mikefrank@socket.net]

Sent: Tuesday, June 07, 2005 5:22 PM

To: ISD - PSC; mopco@ded.mo.gov

Subject: Request Numbers QS-2005-0010 or QW-2005-0011

Dear Sirs,

I am writing regarding the rate increases proposed by AQUA Missouri, specifically the 'Residential Wastewater' increase, as this increase is the only one which will affect my budget. The proposed increase from \$22.53 per month to \$48.63 per month or 115.84% is outrageous. I am an understanding person and realize that rates have to be adjusted periodically, however I think this proposed increase is price gouging at the least. If this rate has been in effect since 1994 (or 11 years), this is an increase of over 10.5% per year which is approximately 3 times the rate of inflation. If the rate of inflation is applied to the 11 year period, the increase would be approximately 33% or the monthly payment would increase from \$22.53 to \$29.96, which I would consider reasonable.

I would suggest using the Real Interest Rates published by the Federal Governments Office of Management and Budget to appropriately inflate these monthly rates.

I hope that the PSC and OPC take the concerns of customers like myself into consideration when making this decision.

Thank you for your attention to this matter.

From: Sent: To: Subject: jimarfry.mo@netzero.net Thursday, June 30, 2005 4:26 PM ISD - PSC; mopco@ded.mo.gov QW-2005-0009

Dear Sirs:

I am a customer of Aqua/RU, Inc. in the Rankin Acres Service Area. I have lived there for the last 27 years and have gone through several changes in the ownership of the water supply. I would agree that an increase in rates is probably needed since the last one was granted in 1999, although a proposal was made in 2002 to raise the rates by 54.4%.

My biggest concern is that with the past increases a list of improvements was given that were to be accomplished with the increase. To-date only minor improvements have been made to the system. As far as I know there is still only one source of supply, without any backup plans if the pump or well fails, there are only two (2) shut-offs that control the east and west portions of the supply system, very few of the homes have shut-offs at the main in case of a problem with the line between the house and main (I have just had to replace the supply line to my house and the residents on the east side of the subdivision are lucky that I had a shut off or they would have been with out water for a few hours) and no flush valves to control the build up of taste and odors in the dead-end lines.

Again, as I initially said, a small increase is probably warranted but not a 91.41% increase. I also think if any increase over what normal inflation has been that it be tied to specific improvements to our supply system.

A closing note, it is very interesting that on May 31 there was a subdivision meeting with officials from Republic and Greene County about the possibility of establishing a "Neighborhood Improvement District" to bring water and sewer into the area. A representative of Aqua/Ru, Inc. was at the meeting and was asked about any proposed increases, she replied that there were none being considered at that time. Yet when I received the letter about the proposed increases it stated that the request for the rate increases was submitted on May 14, 2005.

1

Thank you for the opportunity to address the proposed increases.

Sincerely,

James Fry 7341 W. Wade Republic, MO 65738 Home phone 417-732-6332 Work phone 417-864-1664 Public Service Commission Attn: Water / Sewer Dept. P.O. Box 360 Jefferson City, Mo. 65102

RECEI VEN JUN 1 7 2005

UTILITY OPERATIONS DIVISION

DEAR PUBLIC SERVICE COMMISSION:

We live in Quail Valley Lake Subdivision and after reviewing the **PURPOSED RATE INCREASE** from AQUA MISSOURI, WE DO NOT THINK IT IS A FAIR REQUEST. We do hope you will look at their requested **INCREASE of 115.84% AS VERY, VERY, EXTREME**.

THANK YOU FOR YOUR ASSISTANCE

ROLLAN GARRISON 2748 FOXDALE DRIVE JEFFERSON CITY, MO. 65109 Phone 573-635-3731 June 15, 2005

Public Service Commission Water/Sewer Department P.O. Box 360 Jefferson City, MO 65102

Gentlemen:

I live in Quail Valley Subdivision in Cole County, Missouri, and recently received notice from Aqua Missouri, Inc. of their pending request for rate increases in its annual water and wastewater operating revenues.¹ I am appalled the company plans to more than double the current rates for residential wastewater. According to the notice, the current rate structure has been in place since 1994; however, I seriously doubt company records can justify this request or that operating expenses have more than doubled since 1994.

I urge you to carefully consider this request while diligently examining the company's financial records.

Thank you,

Brenda Gierke 2733 Foxdale Drive Jefferson City, MO 65109 bgierke47@earthlink.net

¹ Request numbers: QS-2005-0010 and QW-2005-0011

From:Jerry Gillum [jlg004@mo-net.com]Sent:Saturday, June 11, 2005 7:03 AMTo:ISD - PSC

Subject: QW-205-0009

Attn: Water/Sewer Dept

Aqua Missouri has informed their customers of their request for a rate increase. I wish to submit objections to their request.

1. Their letter stated that they are requesting a Percentage Increase of 82.18%. I believe in a company making a profit, but to REQUEST such a large increase is only interested in the share holders interest and not their customers. I would like to remind you that it is the duty of your office to look after the public's interest.

2. I would like to invite your attention to a PSC letter dated August 6, 2003 addressed to their customers stating that "the nations largest U.S. based investor-owned water utility acquired your water system." It further stated that this company, now known as Aqua Missouri serves more than 2.5 million residents in 15 states (Pennsylvania, Ohio, Illinois, Texas, New Jersey, Indiana, Virginia, Florida, North Carolina, Maine, Missouri, Connecticut, New York, South Carolina and Kentucky."

3. In their letter informing of the rate hike request the last rate hike was in 1994, yet they stated in their letter to their cusomers of August 2003 that they had just acquired the company.

4. They further state in their August 6, 2003 letter that they were a company listed on the New York Stock Exchange under the ticker symbol "PSC" and that you could purchase shares of common stock directly from the company under the ticker symbol of "WTR" and that the company would pay the commissions and service charges.

5. Rather than granting such a large company the right to increase rates 82.16% and leaving customers such as myself with no other company to purchase water from. Does this sound like the possibility of a monopoly transaction.

6. My normal water rate is less than 3,000 gallons per month, which is a minimum fee and I am presently charge \$14.11 per month up to 4000 gallons.

7. I am a senior citizen living on a fixed income that sees a CPI increase annually of approximately 2%. It is not fair for our government to control our income to an average inflation income increase of 2% and turn around and authorize those that are providing our life support system to get an increase of 82. 16%.

8. Would it not be better that this large company count their loses for our local company to when they actually acquired in and that was July 31, 2003 and not 1996.

As I stated, I am not opposed to a company making a profit, but to get an 82.16% increase is outrageous. Maybe if this company charged commissions to sell their stock and had their stock holders be required to pay service charges, they would not have to attempt highway robbery of those customers that cannot get the service from some other company.

Sincerely,

Jerry L. Gillum HCR64 BOX2123-1 Sheli Knob, MO 65747 (417)858-0912 jlg004@mo-net.com

6/20/2005

 From:
 trouter@mchsi.com

 Sent:
 Wednesday, June 08, 2005 8:17 PM

 To:
 ISD - PSC; mopco@ded.mo.gov

 Subject:
 Qs-2005-0010 and Qw-2005-0011

The purpose of this e-mail is to comment on AQUA Missouri's request for a 115.84% increase in waste water fees. My salary has not increased 115%, none of my other bills have increased 115%, I'm not sure why they feel this is an appropriate request. It is seriously ridiculous. Please do not allow this price gouging. Thank you, Janet Goeller 2010 Copperstone Court Jefferson City, Missouri 65101 Dear Public Service Commission:

We live in Quail Valley Lake Subdivision and after reviewing the rate increase request from Aqua Missouri, we don't think it is fair. We hope you will took at there request for a 115.84% increase as very extreme.

Sincerely Rachelle R.

Pash & Rachelle Goodin 3000 Cantaberry Dr. Quail Valley Lake Lefterson City, MO. 65109

RECEIVEN JUN 2 0 2005

UTILITY OPERATIONS

June 15, 2005

Public Service Commission Attn: Water/Sewer Dept. P.O. Box 360 Jefferson City, MO 65102 JUN 1 7 2005 UTILITY OPERATIONS DIVISION

Dear Sir or Madam:

We live in Quail Valley Lake Subdivision and our waste management services are provided by Aqua Missouri, Inc. It has come to our attention that Aqua is petitioning for a rate increase, potentially as much as 115.84 %. While I realize that rate increases may in fact be necessary at times, an increase of this magnitude seems to be extremely unreasonable. I will not pretend to speak for the subdivision but wish to provide some information for your consideration.

While I realize that Aqua provides services for many more homes and businesses than our subdivision, I think it important that you understand what services they provide for us, and what services they do NOT provide. In our subdivision, Aqua only provides wastewater treatment; no solid waste treatment or management, no storm water management and no drinking water. Our homes are built using a more traditional septic system. As such, all of the waste draining from our homes passes first through a settlement septic tank. In this process, all of the solids settle out from the liquids. The remaining liquids then travel to the treatment "plant" owned and operated by Aqua. Their responsibility is to "treat" these liquids, preparing them to be discharged into the environment. However, the solid waste is left for the homeowner to manage. This requires that the homeowner separately and individually maintain his septic tank, paying separately the cost to have the tank periodically "pumped".

Therefore, the services that Aqua provides are minimal for our subdivision. Allowing them to have a 115% increase, when they provide minimal utility for us, have not provided any significant improvements to the system since they purchased it from the developer that installed and originally operated and maintained the system, and as far as I am aware, have no planned upgrades to either the capacity of the system or the utility of the system, is simply not reasonable. I realize that excluding our subdivision from any rate increase may not be feasible. However, I hope that you would take this information into account when reviewing Aqua Missouri, Inc.'s petition for increase in rates.

Jeff & Debbie Green 2708 Foxdale Drive Jefferson City, MO 65109

6-9-2005 FILE COPY Office of the Butlic Connoc) attr's Servis Mills the trouble with the water Co. since I moved here They don't always check the meter and quess at it. Everyone in this District was very upset. My water bill was way out of sight a few times since & moved here. I am comparing to me & a friend. She has kids in tout, A am here by myself most of the times When you are on a fixed salary its hard to see your bills do this want & have all of the gaid bille since I moved here 18 yrs. ago last there bills every since. I'm sending a second of my last 8 mos. Most of the time my water is lest of the sewer bill? When they are wrong - I can't see that they make of the bolutions the last JUN 13 2005

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Water bill for last 8 months 10-31-2004 -11-30-2004-_____14.00 12-31-2004 -2005 1-31-05--14.76 2-28-05 -15.06 3-31-05 -13,92 4-30-05-----17.02 5-31-05____ 13,92 The next one is \$16.71 This is for one gerson!