

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.



John Patterson
2900 Cantaberry Dr.
Jefferson City, MO 65109-9274

634-4460

John Patterson

RECEIVED

JUN 14 2005

UTILITY OPERATIONS
DIVISION

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

To Whom It May Concern:

In response to (QS -2005-0010 or QW - 2005-0011) I presently own rental property in Jefferson City and I provide the sewer utility. While I know the growing cost to maintain lines as well as expansion has increased I feel this rate increase that Aqua Source is asking for is exorbitant. I can understand an increase from time to time, but to wait 11 years and then to expect this large of an increase (115%)is too much.

Thank you,
Kamla Payne

June 27, 2005

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

RECEIVED
JUL 05 2005
UTILITY OPERATIONS
DIVISION

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,

Danell Penkety

10241 Waters Edge Dr
Eugene Mo. 65032

FILE COPY

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): *Kathy Poff*
Address: *5119 Coventry Waye, Jefferson City, MO 65101-8284*
Phone Number: *573/636-3486*

Thank you.

JUN 23 2005

FILE COPY

131 So. Lake Circle
Sedalia, Mo. 65301
June 27, 2005

To Whom it May Concern:

I recently received a notice from Aqua Missouri, Inc. —
Maplewood Service Area, stating they were requesting
a rate increase of over 256%!

I cannot conceive of a state agency or regulatory
office approving such an outlandish request. One
can only presume that a request for a rate increase
of this magnitude is simply a bargaining ploy to get
an agreement on a lesser amount that would be
easier to accept, while still being above a reasonable figure.

Common sense would dictate that a commission
designed to protect the consumer would deny such an
increase, and conduct a complete audit of the
policies and practices of this company.

Respectfully,
Marion W Pratt

JUN 29 2005

FILE COPY

7 June, 2005

*Office Of The Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City Mo. 65102*

Dear Lewis,

My Name is Dennis L Proffitt and I own a condominium in River Point Estates in Hollister Missouri.

I am in receipt of a letter from Aqua Missouri about their request for a substantial rate increase. I cannot see any reason why this company would be requesting such a huge rate increase. Perhaps their hope is to ask for a large one and you might agree to 50% of that, however, I would still consider this to be an extremely large rate increase.

This is my voice in opposition to this increase and my hopes are that your commission will do their utmost to consider the rate payers over profit margins for this company.

Sincerely,

Dennis L Proffitt

A handwritten signature in cursive script, appearing to read "D Proffitt", written over the printed name.

JUN 13 2005

Russo, Jim

From: BradRackers@semcoinc.com
Sent: Thursday, June 30, 2005 7:56 AM
To: ISD - PSC
Subject: AquaMissouri rate increase QS-2005-0010

I recently received notification of a requested rate increase by AquaMissouri.

I understand that companies must make profits to survive but I see very little justification that this company would require a 115% increase in residential wastewater rates. This company has been bought and sold three times in recent years. None of these purchases would have happened if they had not been profitable.

In addition, we are on a lagoon system and we are constantly hit with the odors related to it. I see no reason for me to have to pay as much money for a lousy sewer system that prevents me from being able to open my windows at night, as someone else who has a modern sewer system.

7/6/2005

Russo, Jim

From: Ed [erackers@mchsi.com]
Sent: Friday, June 24, 2005 2:17 PM
To: ISD - PSC
Cc: mopco@ded.mo.gov
Subject: QS-2005-0010

Regarding the proposed rate increases for AQUA-MO customers, I think the proposed rate increases are ridiculous. In our subdivision, Rockridge Estates, we are on septic tanks, discharging only the liquids into the sewer system. This reduces the treatment required in our case as compared to other raw discharges into other sewer systems. We are on an aerated lagoon system which was upgraded prior to being taken over by AQUA-MO—at no initial cost for the upgrading. The only treatment cost to AQUA-MO is for aeration and maintenance of a small pump station. Less aeration is required due to the BOD reduction by septic tanks. It would seem a lower rate should be charged due to partial treatment by the individual septic tanks. In addition to the proposed charges, property owners are required to maintain their septic tanks. This is not fair or equitable, being charged the full amount and at the same time providing partial treatment and then being required to maintain the septic tank which saves AQUA-MO operating cost.

While an increase may be in order, this proposal is outrageous.. As a side effect, it could result in users requesting annexation by the city because of lower sewer charges by the city, which in turn could reduce the number of customers for AQUA-MO.

I feel that we should receive a lower rate, or else require AQUA-MO maintain our septic tanks which are considered part of the treatment process.

Ed Rackers
3311 Glenstone Dr
Jefferson City, MO 65109

6/28/2005

June 27, 2005

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

RECEIVED

JUL 05 2005

2005

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

UTILITY OPERATIONS
DIVISION

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,

Bonnie Rau

9716 Old Forge Rd
Eugene Mo 65032

MARVIN REGISTER
3005 Glenstone Court
Jefferson City, Missouri 65102

RECEIVED

JUN 13 2005

June 9, 2005

UTILITY OPERATIONS
DIVISION

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

RE: OS-2005-0010 or QW-2005-0011

Dear Commission,

I'm writing in response to the AQUA MISSOURI request for a rate increase of 115.84%. First let me say that I think this an unfair increase for the SERVICES that we receive.

1. In the ten years that I have lived in my house, they have never been called or have come out to check on how thing were doing.
2. The only services they provide is to let my sewer run into their lagoon I still have to maintain a septic tank or a holding tank. I also have to have it cleaned and pay the cost for having it serviced.

How can a Company say they need to have a 115.84% increase when they have made no improvements or updated our system? It is also my understanding that with in the next 3 to 5 years, that the Jefferson City Sewer system will be in our area and that AQUA MISSOURI will no longer exist. Is this their way of trying to recoup or make all the money they can in the next 3 to 5 years? I think the \$22.53 I pay now is more then they should be getting for the services they provide.

If this company is not going to be in business in the next 3 to 5 years how can you grant an increase of 115.84% or any increase at all? I would ask that you rejected any increase that is asked for. I would also like to be notified when their will be a Public Hearing in this case.

Sincerely,



Marvin Register

Cc: Office of the Public Counsel

Russo, Jim

From: Marv & Shirl Reese [shirl@mo-net.com]
Sent: Wednesday, June 29, 2005 9:05 AM
To: ISD - PSC
Subject: Re:Request QW-2005-0009
Attachments: Blank Bkgrd.gif

This is an objection to the proposed rate increase from Aqua Missouri. Prior to this company purchasing our water company we had a base rate of a little over \$14 a month and the water was drinkable. Now we pay a base of a little over \$19 a month plus another \$19 to purchase drinking water from the food store as our home water is so full of chemicals it smells like Clorox. Chlorine is a carcinogen so we won't drink it as we feel it is unsafe.

While it is true they have had some equipment upgrades and built a couple of water towers I can only assume this was to make it possible to supply additional homes in the future.

Their request of an 82.16% rate increase of course is ludicrous and only designed to grab your attention so that they might get a couple more bucks a month. Two dollars is probably fair. Anything more than that gets into price gouging which then becomes a legal matter.

Sincerely,

Marvin L. Reese - 656 S. Rosewood St. - Shell Knob, Mo. 65747 - 417-858-9305

<http://users.mo-net.com/shirl/>

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.

PLEASE
HELP!



George Reinhard
2714 Foxdale Drive
Jefferson City, MO 65109-9284

THANK GOD

George Reinhard

573-761-3049

RECEIVED

JUN 20 2005

UTILITY OPERATIONS
DIVISION

Russo, Jim

From: Roger Reinhard [rreinhard@mo-net.com]
Sent: Sunday, June 19, 2005 8:28 PM
To: ISD - PSC
Subject: request#QW-2005-0009

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

Dear Commission:

I received a letter from Aqua Missouri about an exorbitant 82.16% water rate increase. Our area here in Shell Knob is mostly retirees on very fixed incomes. I feel that an increase that great would be a burden for most of us. I hope that you would take this into consideration.

Sincerely,

Roger L. Reinhard

6/20/2005

Reference

QW-2005-0009

RECEIVED

JUN 23 2005

UTILITY OPERATIONS
DIVISION

Dear Sir -

Absolutely I oppose a 82.16% increase in our water bill!!

My complaint with Aqua Missouri has to do with their billing/collecting paper trail. Seems you call a number in Jeff City, MO, check goes to Pennsylvania, which notifies someone in Atlanta, GA and the bills are sent from Florida!! Anyway, once a check leaves my house, it takes 8-10 days before they seem to have a record of it being paid! (But they don't give a customer 8-10 days from the time a bill is received until it is due!!)

Likewise, I realize that other companies (or at least under another name) have owned our system during the last 10 years, but I have supplied a mower and gas and another neighbor has mowed the water district property ... approx 2 acres ... without so much as an appreciated gesture! (We want the area to look good and it doesn't get done

if we don't do it — we've tried letting
it go!)

Certainly, I oppose an 82.16%
increase!!

Judy Reynolds
HCR 64 Box 2110
Shell Knob, MO 65747

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,

Iruby Rhodes
Wayne Rhodes

8523 North Shore Dr
Eugene Mo 65032

RECEIVED
JUL 05 2005
UTILITY OPERATIONS
DIVISION

RECEIVED

JUN 17 2005

UTILITY OPERATIONS
DIVISION

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 do not believe this request to increase rates by over 115% to be fair or equitable. I urge you to view this request as extreme, as we living in Quail Valley surely do.

Thank you for allowing me to comment.

Sincerely,



Dave Richardson
P.O. Box 105335
Jefferson City, MO 65110

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

273 Jupiter Way
Branson MO 65616
19 June 2005

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

RECEIVED
JUN 23 2005

TO WHOM IT MAY CONCERN:

UTILITY OPERATIONS
DIVISION

I definitely do not concur with Aqua/RU, Inc.'s desire to triple our water expense. This is a pattern usually followed by large avarice "Enron" type concerns. They move in on small, prosperous appearing towns and buy up as many utility companies -- including water -- as possible. These companies then immediately request a triple or quadruple rate increase -- never actually expecting total approval, but hopefully half that amount. Their plan is to hit the people again in a year or two with full anticipation of making up the difference of their original request. Then, they're on their way, totally ignoring the fact that the small town "hicks" are merely people who move to small towns to get away from the hustle, clutter and noise of the city. All they want is a little peace and serenity. I'm already hearing people say they plan to leave

"Braun as soon as the standing project
is completed -- mostly due to an expected
massive increase in taxes.

In conclusion, it is only natural to be
against any increase in your utility payments,
but this is out-and-out greed.

Very sincerely,

Alton Riddle

COPY

RJR

Robert J. Roberts

2704 S. Taylor St.
Pittsburg, KS 66762-6555
620-231-8378
rroberts91@cox.net

June 11, 2005

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

Re: QW-2005-0009

To whom it may concern:

I have received a notice that Aqua/RU, Inc., doing business as Aqua Missouri, Inc, has submitted a request for a rate increase. I own a house in the Shell Knob area that is served by Aqua Missouri, at 387 Bayshore, Shell Knob, Mo.

I understand that it is the duty of the Office of the Public Counsel to protect the residents and homeowners in the state of Missouri from predatory pricing by utilities who have a monopoly. I hope you will take your responsibility to heart and do the right thing for the property owners of Missouri.

I can comprehend a utility company asking for a rate increase occasionally, but an increase of over eighty percent is outrageous, unbelievable, and borders on legal robbery.

Many of the folks who live in the Shell Knob area are are retired, and live on a fixed income. Their income doesn't increase by any eighty-plus percent, and utilities which serve them should not receive such increases, either. We have all heard of the minimum-income people who have to choose between buying medicine or food. Now they must add water to that choice.

I don't know enough about the request to have all of the customers, regardless of their location, to pay the same rate, but it sounds suspicious. I think the company might simply take the highest rate now charged in an area and apply it to all other areas.

I ask you to do an audit and investigation to protect the ordinary folks in the area. They can't afford to hire law firms to protect themselves.

Sincerely,



**THE TURKEY MOUNTAIN ESTATES II
PROPERTY OWNERS LISTED ON THE
ATTACHED ROSTER AGREE WITH
AND SUPPORT THE LETTERS
WRITTEN BY ROBERT J. ROBERTS OF
2704 S. TAYLOR ST. PITTSBURG, KS
66762 DATED JUNE 11, 2005,
ADDRESSED TO THE OFFICE OF THE
PUBLIC COUNSEL AND THE PUBLIC
SERVICE COMMISSION.**

	NAME	ADDRESS	TELEPHONE	DATE
1	John Koella	374 Deer Run Shell Knob	858-2821	4/17/05 0
2	Mrs. Mrs. J. G. Wojcikowski	397 Bayshore Shell Knob	858-0558	6/17/05 0
3	Charles T. Crane	423 Bayshore Shell Knob	858-2734	6-18-05 0
4	Rep. Karen Adams	398 Bayshore Shell Knob	858-9966	6-17-05 0
5	Les & Peggy Noble	293 Ironwood Shell Knob	858-2915	6-18-05 0
6	Mike & Lynn Markel	214 Primrose Shell Knob	858-2480	6-18-05 0
7	Frank & Cynthia Q.	522 NO. Heatherwood Shell Knob	858-0219	6-18-05 0
8	Frances Conthwaite	522 No. Heatherwood Shell Knob	858-0219	6-18-05 0
9	Don & Jody Dale	143 So. Heatherwood Shell Knob	858-2365	6-18-05 0
10	Allen CARPENTER	825 So. Heatherwood Shell Knob	858-1324	6-18-05 0
11	Joyce Carpenter	875 S. Heatherwood Shell Knob	858-1324	6-18-05 0
12	Norma Thuman	225 Bayshore St. Shell Knob	858-1204	6-18-05 0
13	Leonard Miller	152 S. Keystone Shell Knob	858-3847	6-18-05 0
14	Steven Lane	100 S. Keystone Shell Knob	858-0312	6-18-05 0
15	Mary Sture	59 S. HAZELWOOD " "	858-9331	6-18-05 0
16	Jean & ^{Mildred} Spencer	91 S. HAZELWOOD " "	858-2793	6-18-05 0
17	Ronald E. Bachman	478 Bayshore Shell Knob		6-18-05 0
18	Z. K. Spring	16 Rustic View	858-3819	6-18-05 0
19	Gene Woodman	534 Ironwood St.	858-6256	6-18-05 0
20	John & Peterson	53 Loop Shell Knob	858-0120	6-18-05 0
21	Monica Patton	73 Loop Shell Knob	858-0120	6-18-05 0
22	Madam King	102 Loop Shell Knob	858-6895	6-18-05 0
23	Pat Waite	66 Rustic View Shell Knob	858-2400	6-18-05 0
24	Virgil Hermann	80 Resurrection	858-2769	6-18-05 0
25	Sharon & Ames	251 Tanglewood St. Shell Knob	858-2823	6-18-05 0

	NAME	ADDRESS	TELEPHONE	DATE	
26	Shawn Weaver	188 th Loop Street	—	6/18/05	0
27	Dawn Kixline	121 Loop Street Shiloh	885 6456	6/18/05	0
28	FURMAN, (AL)	131 Mulwood St	405 372 3948	6/18-05	0
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31					0
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49					0
50					0

COPY

RJR

Robert J. Roberts
2704 S. Taylor St.
Pittsburg, KS 66762-6555
620-231-8378
rroberts91@cox.net

June 11, 2005

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

RECEIVED

JUN 27 2005

Re: QW-2005-0009

UTILITY OPERATIONS
DIVISION

To whom it may concern:

I have received a notice that Aqua/RU, Inc., doing business as Aqua Missouri, Inc, has submitted a request for a rate increase. I own a house in the Shell Knob area that is served by Aqua Missouri, at 387 Bayshore, Shell Knob, Mo.

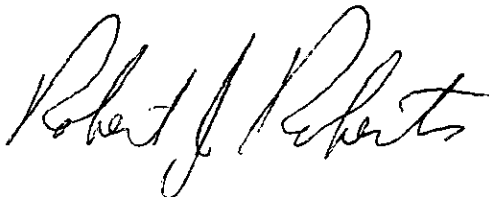
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I don't know enough about the request to have all of the customers, regardless of their location, to pay the same rate, but it sounds suspicious. I think the company might simply take the highest rate now charged in an area and apply it to all other areas.

It is the duty of the Public Service Commission to regulate utilities and to protect the residents and homeowners in the state of Missouri from predatory pricing by utilities who have a monopoly. I urge you to investigate the company's requests very carefully and thoroughly. I hope you will take your responsibility to heart and do the right thing for the property owners of Missouri.

Sincerely,



THE TURKEY MOUNTAIN ESTATES II
PROPERTY OWNERS LISTED ON THE
ATTACHED ROSTER AGREE WITH
AND SUPPORT THE LETTERS
WRITTEN BY ROBERT J. ROBERTS OF
2704 S. TAYLOR ST. PITTSBURG, KS
66762 DATED JUNE 11, 2005,
ADDRESSED TO THE OFFICE OF THE
PUBLIC COUNSEL AND THE PUBLIC
SERVICE COMMISSION.

Mailed 7-1-05
ALS

	NAME	ADDRESS	TELEPHONE	DATE	
1	John Koella	374 Deer Run Shell Knob	858-2821	4/17/05	0
2	Mrs. Mrs. J. G. Wojewinski	597 Bayshore Shell Knob	858-0558	6/17/05	0
3	Charles T. Crane	423 Bayshore Shell Knob	858-2724	6-18-05	0
4	Ray - Karen Adams	398 Bayshore Shell Knob	858-9966	6-17-05	0
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6	Mike & Lynn Markin	214 Penrose Shell Knob	858-2480	6-18-05	0
7	Frank & Cynthia	522 N. Heatherwood Shell Knob	858-0219	6-18-05	0
8	Frances Conthwaite	522 N. Heatherwood Shell Knob	858-0219	6-18-05	0
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11	Joyce Carpenter	825 S. Heatherwood Shell Knob	858-1324	6-18-05	0
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13	Leonard Miller	152 S. Keystone Shell Knob	858-3847	6-18-05	0
14	Steven Lane	100 S. Keystone Shell Knob	858-0312	6-18-05	0
15	Mary Sture	59 S. HAZELWOOD " "	858-9331	6-18-05	0
16	Janet Spencer	91 S. HAZELWOOD " "	858-2793	6-18-05	0
17	Ronald E. Bachman	478 Bayshore Shell Knob		6-18-05	0
18	Z-K Spring	16 Rustic View	858-3819	6-18-05	0
19	Gene Woodman	334 Brownwood St.	858-6256	6-18-05	0
20	Phyllis Johnson	53 Loop Shell Knob	858-0120	6-18-05	0
21	Monica Pettin	73 Loop Shell Knob	858-0120	6-18-05	0
22	Madam King	102 Loop Shell Knob	858-6895	6-18-05	0
23	Pat Wain	66 Rustic View Shell Knob	858-2400	6-18-05	0
24	Virgil Hermann	80 Persimmon	858-2768	6-18-05	0
25	Sharon & James	251 Tanglewood St. Shell Knob	858-2823	6-18-05	0

65747

can't read name

	NAME	ADDRESS	TELEPHONE	DATE
26	Shawn Weaver	188 th Loop Street	—	6/18/05 0
27	Dave Kixline	121 Loop Street Shiloh	885 6056	6/18/05 0
28	FURNAN, (AL)	131 Mulwood St	405 372 3948	6/18-050
29				0
30				0
31				0
32				0
33				0
34				0
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47				0
48				0
49				0
50				0

Carl Roettgen

2424 Lakewood Road

Jefferson City, MO 65109-9119

RE: request number(s) QS-2005-0010 or QW-2005-0011

June 21, 2005

RECEIVED

JUN 23 2005

To whom it may concern,

UTILITY OPERATIONS
DIVISION

This month I received notice from Aqua Missouri, Inc. regarding their request to you for a permanent increase in their current sewer rates for Jefferson City Service Area customers.

I am a resident of Lakewood subdivision in Cole County. The homes in our subdivision are connected to a sewer system that has it's own treatment facilities in our subdivision. As I understand it the treatment facilities are maintained by Aqua Missouri, Inc.

Currently I am paying a flat fee of \$22.53 a month for their sewer service. They are requesting a 115.84% increase in this monthly fee to a rate of \$48.63. I feel that this is an incredibly large increase to an already high fee.

I am also a customer of Public Water Supply District #2. My water bill from June 2004 to May 2005 averaged 2167 gallons a month at a charge of \$9.52. That's \$114.22 over the last twelve months for water, \$270.36 for sewer. Currently my sewer bill is over 2.36 times the amount of my water bill, with the 115.84% increase it will be up to 5 times my average water bill. I hope this seems as ridiculous to you as it does me.

I don't feel that a flat fee for sewer service is a fair business practice in the first place. I am a single homeowner and live alone yet I pay the same sewer rate as someone with ten people living in their house. I take one shower daily, flush the toilet maybe three times a day, do three loads of wash a week, run the dishwasher maybe twice a week, and they want me to pay \$48.63 a month to run this water down my drain. I don't understand why they can't base the monthly charge on the gallons of water used just as the city does with it's customers that also have water supplied by Public Water Supply District #2.

Doesn't a 115% increase in rates with **NO** visible increase in the benefits of service seem incredibly high? I'm guessing they're asking for an extremely large increase hoping you'll only grant them a large increase, but any increase to me seems like too much.

It seems that every time a utility company is bought out, just as AquaSource/CU was bought out by Aqua Missouri, they raise the rates to pay for their purchase. Another example is cable and trash service.

I am asking you to please deny Aqua Missouri's requested rate increase. I feel \$22.53 a month is already more than enough for the sewer service I receive.

Thank you,



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

June 7, 2005

RECEIVED

JUN 09 2005

UTILITY OPERATIONS
DIVISION

Ref: QW-2005-0009

Dear Commission Staff:

Aqua Missouri wants to increase the water rate for the White Branch residents.

They ask for a rate increase of 153% (\$16.88 per month to \$42.76 per month)!

They base the rate on 5,000 gallons per month.

I like many residents of White Branch are retired seniors who live alone, on a tight budget!

We have no water meters and the 5,000 gallons of water per month might be about right for a family of four or more (?) but for me and other seniors living alone? (?) I don't think so!

I'm sure the cost of energy has cut into the profits of Aqua/RU, Inc.! It's difficult for us on a budget!

The rate increase they ask for is A B S U R D!

I drink the tap water without fear but some neighbors buy their drinking water from Wal-Mart!

Please hear my plea! Only a fair increase!

Charles D. Rogers
31668 Highline Dr.
Warsaw, Mo 65355

Home Phone (660) 428-1260

RECEIVED

JUN 10 2005

UTILITY OPERATIONS
DIVISION

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

June 9, 2005

Dear Sirs:

I am writing to you in regard to a request by Aqua Development, Inc., for increases in Ozark Meadows waterwaste systems revenues. Reference to request number QS-2005-0008.

This is a community of retired senior citizens, all on fixed incomes. The increase of \$40.54 per month raises the total to \$75.54 per month which is a 115.84% increase.

In addition, water bills to Laurie Water Department average \$20.00 - \$25.00 monthly, making our water and waterwaste system around \$100.00 monthly.

I think this request is outrageous and unfair. Please take my comments into consideration and be fair with the residents of Ozark Meadows.

Thank you,

Barbara L. Rooney

Barbara L. Rooney
104 Aspen Ct.
Gravois Mills, MO. 65037
1-573-374-0376

cc:Office of the Public Counsel

Russo, Jim

From: Russo, Jim
Sent: Monday, June 13, 2005 9:31 AM
To: Russo, Jim
Subject: FW: Duane Rosch called.

Called Mr. Rosch and talked to him-he felt increase is to much-he may drill a well.

From: Craig, Pamela
Sent: Friday, June 10, 2005 9:17 AM
To: Russo, Jim
Subject: Duane Rosch called.

I entered Mr. Rosch's comments under QW-2005-0009. He would like you to call him next week he had some other questions of concern regarding the company. His home telephone number is 417-339-2367 and his cell phone number is 417-230-5676.

Thanks!

Pam Craig

Missouri Public Service Commission
Consumer Services Department
200 Madison Street
PO Box 360
Jefferson City, MO 65102
1-800-392-4211
Facsimile: 573-526-1500
Website: www.psc.mo.gov

RECEIVED
JUN 20 2005

June 15, 2005

UTILITY OPERATIONS
DIVISION

Public Service Commissioner
Attn: Jim Russo-Water/Sewage Dept.
P. O. Box 360
Jefferson City, MO. 65102

Re: Request No. QS-2005-0008

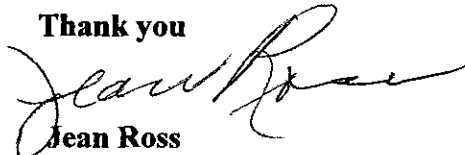
On June 7, 2005 I received a letter, from Aqua Missouri, advising that they have requested approval of a rate increase, on my sewer service charge, that will amount to 115.84% increase. How can such a high increase be warranted? How can I be expected to pay this high rate when I am on a fixed income that, rather than increase, continually has less and less buying power, do to the constant increases in my every day expenses?

The senior community, Ozark Meadows II, is located in the City of Laurie. All of the Laurie residents, except us, are now on a sewer system paid for by taxes, which we all have to pay. Most residence in Laurie pay a sewer fee based on their water usage and it is slightly less that their water bill. My water bill is less that \$20.00 a month. My sewer bill should be no more than that. Why are we expected to continue on this very expensive system now that Laurie's system is in operation? Shouldn't we be treated the same as all other Laurie home owners? Or shouldn't we be compensated for the lack of service from the City of Laurie? Something here is grossly unfair.

When this sewer system was originally installed, the contractor did not install the return system correctly. I live in the house near where the error was made. Periodically the system backed up into my house. I have lived here over two years and they have just now made the major repair to correct the problem. This, no doubt, was expensive but are we being charged more because of that repair? This was not our fault and should have gone back on the original contractor. It seems strange that the repair was completed only days before we were notified of the increase in rate.

The further unfairness, about the method of paying for this service is, I am a single resident, and I am charged, not on usage, but, on a flat fee paying as much as double residents. This is not fair. Mr. Russo, we here in Ozark Meadows II, need an explanation of how we are charged for this system and why we don't receive any benefit from the City of Laurie for the taxes we pay for the initial cost of the Laurie system and hookup. Can you please help us?

Thank you



Jean Ross
304 Brook Valley Lane,
Laurie Mo. 65037
573 374 2322

Russo, Jim

From: Shirley Rowe [shirleyrowe@swbell.net]
Sent: Tuesday, June 14, 2005 3:33 PM
To: ISD - PSC
Subject: request number qw-2005-0009

TO: PUBLIC SERVICE COMMISSION, ATTN, WATER/SEWER DEPT. P. O. BOX 360
JEFFERSON CITY, MO 65102

RE: QW-2005-0009

AQUA/RU, INC. - WHITE BRANCH SERVICE AREA REQUEST FOR RATE INCREASE ON
RESIDENTIAL WATER PART TIME 118.59% AND FULL TIME 153.32%

WE HOPE YOU WILL NOT APPROVE THE RATE INCREASE AS REQUESTED. IT IS OUR UNDERSTANDING AS A PART-TIME RESIDENT OF THE AREA MY WATER WILL MORE THAN DOUBLE OR AN INCREASE OF 118.59%. BEING A NEWER RESIDENT WE DO NOT KNOW WHY THE COMPANY'S RATES HAVE BEEN IN EFFECT SINCE 1994 AND NOT INCREASED(??) SINCE THAT TIME, BUT CERTAINLY DO NOT FEEL WE SHOULD BE PENALIZED FOR THIS AND BE MADE TO PAY WHAT WOULD IN EFFECT WOULD BE MAKE-UP RATES FOR 11 YEARS OF PREVIOUS HOMEOWNERS IN THE AREA. I BELIEVE AQUA MO NEEDS TO BE MORE MODEST IN THEIR REQUEST AND ALSO BE MORE CONSISTENT IN REQUESTING MODEST RATE INCREASES ANNUALLY OR BI-ANNUALLY. THIS WOULD BE IN KEEPING WITH THE PRACTICES OF EMPLOYERS REVIEW AND PAY INCREASES TO THEIR EMPLOYEES NATIONWIDE. WE PERSONALLY HAVE NOT RECEIVED AN PAY RAISES(EVEN THE PAST 11 YEARS ALTOGETHER) OF 118.59% OR 153.32%.

WE WOULD HOWEVER BE IN FAVOR OF UP TO A 10% RATE INCREASE IMMEDIATELY UPON YOUR APPROVAL, WITH A SCHEDULE FOR SUBSEQUENT RATE INCREASES OF: 6% EVERY OTHER YEAR FOR THE NEXT 4 YEARS.

RESPECTFULLY SUBMITTED: DON A. ROWE AND SHIRLEY J. ROWE
PERMANENT RESIDENCE: 22128 HWY. H. SEDALIA, MO 65301 660) 826-7951 P.M.

SHIRLEY ROWE
Multi-Million Dollar Producer

PREFERRED PROPERTIES
3300 W. 16TH STREET
SEDALIA, MO 65301
1-800-407-3550 EXT#29
(660) 827-3550 EXT#29
HOME: (660) 826-7951
EMAIL: shirleyrowe@swbell.net
WEBSITE: www.sedaliahomes.com

6/20/2005

Russo, Jim

From: CSaltz@aol.com
Sent: Saturday, July 02, 2005 7:38 PM
To: ISD - PSC
Subject: QW-2005-0009

I live in the Riverside Estates area in Hollister, MO and receive my water through Aqua/RU, Inc. We have had very good service with Aqua with very few service interruptions. However, I feel that the requested rate increase of approximately 63% is extremely excessive.

Thank you for your consideration in this matter.

Sincerely,
Gale & Cindi Saltzgiver
2172 Acacia Club Rd.
Hollister, MO 65672

7/6/2005

RECEIVED

JUN 15 2005

UTILITY OPERATIONS
DIVISION

Patricia Lagg

2961 State Rd AA

Holts Summit, Mo 65043

I am now paying \$22.53 for sewer
and they want to raise it to \$48.67.

I think this is too much, as my water
bill is only \$9.40 a month.

I think a \$5.00 or \$10.00 raise would
be more than enough increase.

Thank you

Patricia Lagg

Company name:

Aqua Missouri

1000 S. Schuyler Ave

Kankakee, Ill. 60901-0152

My account # 85 006576-01

June 27, 2005

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:

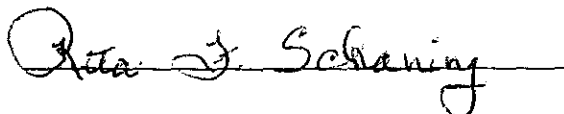
I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and 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 07 2005

June 27, 2005

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

RECEIVED
JUL 07 2005
UTILITY OPERATIONS
DIVISION

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

Dear Sir or Madam:

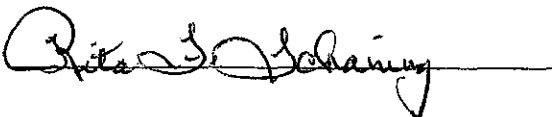
I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and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



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

And/OR

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

RE: AQUA/RU, Inc. - Ozark Mountain Service Area
Revenue Increase Request No. QW-2005-0009

To Whom It Concerns;

Regarding the above Reference, we and all other residents of TME #2, Shell Knob, and other surrounding Ozark areas Only have service for WATER!

There are No "Wastewater operations" Here, since only Septic Systems can be utilized - due to the Bedrock and local terrain conditions in these areas.

Are the Company's "general operating expenses---" Not already being Deducted on Fed/ State Income Tax reporting?

Is it acceptable/Proper for them to Also recover an "Additional Return" on these investments/improvements??

What "Helpful service charge Changes" are being proposed for the Consumers' Benefit-us?

I definitely Oppose an 82.16% increase request to help cover expenses for Extra services (Wastewater) not ever feasibly usable by us. I await the Counsel's and Commission's review, findings, results and follow-on Report for acceptable/reasonable revenue rate increase. Right now, a 5-10% increase Request may be approvable by us.

Questionably and Respectfully,
Gene Schmidt
Gene & Carolyn Schmidt
June 10, 2005

RECEIVED

JUN 17 2005

UTILITY OPERATIONS
DIVISION

RECEIVED

JUN 10 2005

UTILITY OPERATIONS
DIVISION

DW-2005-0009

June 9, 2005

Dear Sir:

My age is 76 + wife 73 - We receive 2 SS checks
and small retirement check: In the past 11 years our
income hasn't had a 91.41% increase - We are on
a fixed income - We have been living here the last
3 years and the state pays "750 for the same ~~same~~
water service, we can't stand the increase they want

Sincerely,
John

Allen R. R. R.

Russo, Jim

From: Catfishjohn45@aol.com
Sent: Wednesday, June 22, 2005 9:37 PM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Reference: Request No. QS-2005-0010 or QW-2005-0011

Dear Sirs: Attn: Water/Sewer Department and Lewis Mills

This is in response to Aqua Missouri Jefferson City Service Area's recent letter to their customers (undated).

It appears that Aqua Missouri is requesting an increase of 256.27 percent in residential water rates, an increase 115.84 percent in residential waste water rates, and a 115.84 percent increase in mobile home waste water rates. These requests for increases are outrageous!

We respectfully request that you look at these requests dutifully and carefully. We the citizens of Missouri, whom you represent, cannot absorb these proposed increases.

Please contact me as to any hearings, dates, places and times that may take place in conjunction with these ridiculous requests for increases.

Thank you for your attention in this matter and notification of the same to the undersigned.

Mr. and Mrs. John D. Schrimpf
2415 Red Bud Circle
Jefferson City, MO 65109

6/23/2005

Russo, Jim

From: Len Schroeder [jameslen@earthlink.net]

Sent: Tuesday, June 14, 2005 5:44 PM

To: ISD - PSC

Subject: AQUA MISSOURI

Dear Commission:

My wife and I live in Quail Valley and believe that the rate increase that is requested is absolutely ridiculous! You would have people unhooking from their service. This is so ridiculous I am sure you will not let this happen but I did want you to know our concerns

Sincerely,

Len and Cathy Schroeder

jameslen@earthlink.net

6/20/2005

Russo, Jim

From: John Schumert [schmert@earthlink.net]
Sent: Monday, June 13, 2005 6:15 AM
To: ISD - PSC
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri QS-2005-0010 or QW-2005-0011

Dear Sir or Madam:

I am writing in regard to the requested rate increase by Aqua Missouri. I have a piece of property at Lake Carmel that has only water service, there is no waste water (sewer) service available to me. Electric is available but since I am unable to build a house on the property I choose not to have it hooked up. I believe this rate increase is entirely unfair to myself and others in this same situation. If the owners of Aqua Missouri failed to perform their due diligence when purchasing this company from Aqua Source that was their investment decision. They should not be allowed to raise rates by 256.27%. They reference "The Company's requested increases in operating revenues are necessary to recover increases in the Company's general operating expenses and to allow it to recover a return on its investments in the significant capital improvements that have been completed since the Company's last rate case in 1994." Did they not buy this company from Aqua Source fairly recently? If this is the case they should have discounted these capital expenditures from their purchase price instead of trying to pass them off to their customers.

Sincerely

John Schumert
5742 Henwick
Jefferson City, Missouri 65109
(573) 584-6788

6/20/2005

Russo, Jim

From: Gilbert Schwartz [gschwartz1@mchsi.com]
Sent: Tuesday, June 07, 2005 7:02 PM
To: ISD - PSC
Cc: mopco@ded.mo.gov
Subject: Rate increase request by AQUA Missouri

As a wastewater customer of AQUA in the Jefferson City area, today (June 7, 05) I received a copy of a letter stating their application for an increase in their rates for both residential wastewater (sewer), and for residential water service. My residence is in the Sleepy Hollow subdivision just off seven hills road, at the east edge of Jefferson City. My residential water is supplied by PWSD #2 and NOT by AQUA.

This rate increase request by AQUA borders on the ridiculous. The service provided by their company is extremely limited and is only a small liquid line from each residence septic tank. This line then removes the septic runoff to a subdivision pump station. Each residence owner must install and maintain his own septic tank and is required (by AQUA) to have his tank pumped at required intervals. THE SERVICE PROVIDED BY AQUA IS NOTHING LIKE THE SEWER SERVICE IN THE CITY OF JEFFERSON.

My wife and I respectfully request this rate increase be denied.

Thank you.

Gilbert and Vera Schwartz
2019 Legend Ct.
Jefferson City, MO 65101
573-634-4622

JUNE 20, 2005

PUBLIC SERVICE COMMISSION

ATTN: WATER/SEWER DEPT

P.O. BOX 360

JEFFERSON CITY, MO 65102

RECEIVED

JUN 21 2005

UTILITY REGULATIONS
DIVISION

DEAR SIR:

WE HAVE RECEIVED THE LETTER FROM AQUA MISSOURI PERTAINING TO THEIR SEWER REQUEST INCREASE.

WE ARE A RETIRED SENIOR ONE ON A VERY FIXED INCOME.

WHEN WE MOVED OUT HERE, EVERYONE USED A LAPOON. WHEN THEY BUILT THE WASTE WATER SYSTEM, OUR COST AT THAT TIME WAS AROUND \$18.00 PER MONTH. AS THEY BUILT MORE HOUSES OUR COST WENT TO \$22.53. NOW THEY WANT TO INCREASE IT TO \$48.63 PER MONTH. THAT IS A 115.84 % INCREASE.

OUR COST OF LIVING GOES UP EACH YEAR - GROCERIES, GAS, HEATING, ELECTRIC BUT NOT AN 115.84 % INCREASE.

WE ASK THAT YOU LOOK INTO THEIR REQUEST. WE ARE FIRMLY OPPOSED TO THIS INCREASE. WE APPRECIATE ANY HELP YOU CAN GIVE US WITH THIS MATTER.

Sincerely

WAYNE E. SEYBOLD
3101 SOUTHWOOD CIRCLE
JEFFERSON CITY, MO 65161
573/761-1641

June 10, 2005

**TO: Missouri Public Service Commission
Public Service Commission
Attn: Water and Sewer Division
P.O. Box 360
Jefferson City, MO. 65102**

RECEIVED

JUN 14 2005

UTILITY OPERATIONS
DIVISION

**RE: Rate Increase Request from AquaMissouri
REF: QW2005-0009**

"TO WHOM IT MAY CONCERN"

Please note that the notification of this matter has a "grave" error in the content, as no one could dream up a justification of the amount of \$36.34 per 5000 gals., so the assumption must be made that there is a typo in the notification. The old adage of "one should not assume anything as it makes an ass" of "me"; certainly makes an ass out of AquaMissouri for such a ludicrous application. (If in fact there was not a typo)

AquaMissouri purchased the former "water" company, which served our subdivision, Taneycomo Acres and White Oak Estates in February of 2005. Since that time the following has occurred:

- A) There has been no increase in the cost of the water to AquaMissouri.**
- B) There has been no increase in the cost to produce and/or Treat Said water.**
- C) There has been no increase in Electric Charges to Operate the pumps for this system.**
- D) Any increase in labor costs would have to be caused By inefficient management, as the previous company Was able to operate with a single employee (the owner), And since there has been nothing added to cause Additional labor needs this item should not be a factor.**

This company knew at the time they purchased L.T.A. Water exactly what the operating expenses and return on investment was at that time. This has not changed. The only obvious reason

Page 2

For this ploy is that AquaMissouri obviously saw an opportunity to take advantage of a situation and try to implement a plan to radically change their returns in a very short period of time.

I wish to be advised when this matter is scheduled for a public hearing as I would like to personally attend and express the entire user communities unhappiness of this most unfair, and uncalled for increase that is obviously contrived to ask for a very large increase with the hope that any increase is a boon to an already lucrative investment. I would also request copies of any and all applications, correspondence, or any other material that AquaMissouri has supplied to justify this request to the Commission.

In addition, This hearing should be held here in Branson as the entire effected clientele lives here in Branson in a very small community and should be held for their convenience and not that of AquaMissouri's.

Thank you for your kind attention to this matter.

Very truly yours,



**Evan C. Shark
247 River Bend Road
Branson, MO. 65616**

Cc:

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

AQUAMISSOURI
P.O. Box 7017
JEFFERSON CITY, MO. 65102

6/17/2005

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

RECEIVED

JUN 23 2005

UTILITY OPERATIONS
DIVISION

Attn: Water/Sewer Dept.
Reference# QW-2005-0009

On May 14, 2005, Aqua/RU, Inc. doing business as Aqua Missouri, Inc. submitted a request for increases in its annual water and wastewater operating revenues to the Missouri Public Service Commission.

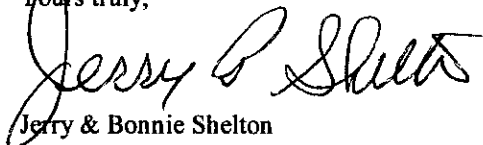
According to the letter, they are asking for an increase of 82.16%. This is a dollar increase of \$16.39 for a 5,000 gallons of water per month.

This is a community of mostly retired residents. We are on a limited income. We only got a 2% increase in our Social Security this last year. Interest is zilch. The stock market is flat, and yet gas prices have gone out of sight.

I don't mind having a increase of a couple dollars or so a month, but I think the increase they have asked for is completely out of line.

Please take this increase to your utmost consideration.

Yours truly,


Jerry & Bonnie Shelton

Elaine "Liz" Short
2821 Cover Court
Jefferson City, Mo 65101

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, Mo 65012

RECEIVED
JUN 21 2005

UTILITY OPERATIONS
DIVISION

Dear Public Service Commission:

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

Sincerely,

Elaine "Liz" Short

Elaine "Liz" Short
2821 Covey Court
Jefferson City, Mo. 65109
(573)634-2178

June 27, 2005

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

RECEIVED

JUN 30 2005

UTILITY OPERATIONS
DIVISION

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,

Michael T. Simpson

Phillip Simpson
8515 N. Shore Dr
Eugene MO 97403

Russo, Jim

From: Russo, Jim
Sent: Thursday, June 09, 2005 9:22 AM
To: Russo, Jim
Subject: FW: Aqua MO QW-2005-0009

Talked to Vicky-informed her that our Staff will review the Company's records and that there may be public hearings.

From: Ambrose, Candy
Sent: Thursday, June 09, 2005 9:07 AM
To: Russo, Jim
Subject: Aqua MO QW-2005-0009

Vicky Siverly would like to discuss the rate increase. What is the company proposing to do? When they purchased the company they said they would put in new pipes, etc. Nothing has been done. Vicky lives in Rankin Acres. Vicky's number is 417-732-1004. Vicky said she would be in and out today. I told Vicky that you are not in the office on Friday and that if you didn't reach her today you would call her next week. She said that was fine.

June 10, 2005

RECEIVED
JUN 16 2005

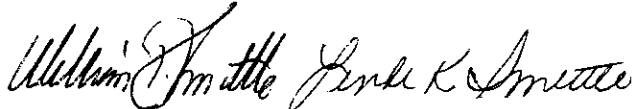
UTILITY OPERATIONS
DIVISION

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

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 their request for a 115.84% increase as very extreme. Thank you for time and consideration.

Sincerely,

A handwritten signature in cursive script, appearing to read "William & Linda Smittle".

William & Linda Smittle
2905 Foxdale Dr.
Jefferson City, Mo. 65109
573/635-8100

FILE COPY

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): *Terry & Karen Sontag*
Address: *140 Highland Waye*
JL, MO 65101
Phone Number: *636-3457*

Thank you.

Terry & Karen Sontag

JUN 23 2005

Russo, Jim

From: Margaret Spraker [mspraker@lakeozark.net]
Sent: Friday, June 10, 2005 1:54 PM
To: ISD - PSC
Subject: QS-2005-0008 (Aqua Missouri)
Attachments: Blank Bkgrd.gif

I just received a letter from Aqua Missouri asking for a ridiculous increase of 115.84% in our monthly service charge. They are basing all of their costs on the use of 5,000 gallons of water per month.

Ozark Meadows is a retirement community and at the most has two occupants in each house. I live alone and in checking my water bills for the last year, find the most water I have used in a month is 1,850 gallons and on at least two months of each year I use none as I am not in residence. This is true of most residents here and presently more that half of them are single occupants.

Therefore, I strongly oppose an increase in our monthly rate.

Margaret B. Spraker
104 Oakwood Court
Gravois Mills, MO 65037

6/20/2005

Randy & Mandi Steinlage
5100 Edinburgh Waye
Grand Highland Estates
Jefferson City, Missouri 65101

June 17, 2005

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

RECEIVED
JUN 20 2005

UTILITY OPERATIONS
DIVISION

To Whom It May Concern:
Reference Number: QS-2005-0010 / QW-2005-0011

We understand an increase has not taken place since 1994, and an increase may be needed, but to have such a large increase of over 115% is extreme. If you'd figure this out over the last eleven years, you would have been asking for around a 10 ½ percent increase every year. Wouldn't everyone wish, in their own positions, to have that kind of increase in their own salaries?

We don't understand why, if you needed to increase the rates, why it wasn't done over the last ten years with a few dollar increase each year, but having such an unrealistic increase within this time span is outrageous!

We know the sewage rates in Jefferson City are similar to what we are currently paying. Why does Aqua Missouri think they should put us in this situation and fill their pockets with our money?

I hope you honestly look at this increase from the customer's point of view as being unfair, and we can both come to a realistic compromise.

Sincerely,



Randy & Mandi Steinlage

Office of Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102
June 10, 2005

RECEIVED
JUN 13 2005
UTILITY OPERATIONS
DIVISION

Mr. and Mrs. Frank Stephens
2901 Foxdale
Jefferson City, Missouri 65109

Dear Public Service Commission:

We live in the Quail Valley Lake Subdivision. Aqua Missouri has notified us that there will be a rate increase from \$22.53 to \$48.63 per month, which would mean an increase of 115.84%. We feel this is extreme and unfair and ask that you review and, hopefully, agree this is an excessive increase.

Thank you for your time and consideration.

Sincerely,



Mr. and Mrs. Frank Stephens

P.O. Box 707
Branson, MO 65615
June 12, 2005

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

RECEIVED
JUN 15 2005

UTILITY OPERATIONS
DIVISION

Dear Sir/Madam,

In response to a letter from Aqua Missouri I have just received, I would like to make some comments.

I have very recently purchased a property within this company's district. The letter informs me that this company has not raised its rates since 1994. My logic tells me that one of two things is happening here. Either the rates this company charged back in 1994 were far too high, and they were making excess profit from the folks living in this neighborhood [and it would appear that this is true due to the fact that they have not 'gone under' during the period since then] or that the increase they are requesting is far too high. If they have been able to remain financially sound during the period from 1994 to now, then their rates do not need to be raised by 63.08%. If an audit of their books shows that they were making excess profit in 1994, and now they are making a reasonable profit, then they have no claim. If this audit shows that they do need to make an increase in their rates, I trust that you will ensure that this increase is not excessive.

I believe that it is high time the people of this country hold business, government, health service organizations, and gas stations, etc accountable for their charges. There is far too much price gouging going on at this time.

I trust that you will represent the people in this subdivision with integrity and wisdom.

Thanking you for your efforts to do so.

Yours truly,



Colin & Maureen Stitt

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.

Rita K. Storey

Rita + Tom Storey *573-636-7154*
2847 Foxdale Dr. Jefferson City. MO 65109

Russo, Jim

From: DEStutevil@cs.com
Sent: Saturday, June 11, 2005 7:25 AM
To: ISD - PSC
Subject: Aqua Missouri request number QW-2005-0009

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

I believe that the proposed water rate increase in Shell Knob requested by Aqua Missouri is very excessive.

The current monthly water rate in Shell Knob, MO is \$14.11 for three thousand gallons. We try to conserve water usage and very seldom exceed three thousand gallons. The new proposed minimum water rate is \$36.34 for five thousand gallons. This new rate will increase our monthly bill from \$14.11 to \$36.34 which is a 157% increase which I believe is very excessive.

The proposed rate increase from \$19.95 to \$36.34 which is a 82.16% is excessive, but for us the current monthly rate increase from \$14.11 to \$36.34 which is a 157% increase is very excessive.

I would support a reasonable rate increase of 40% or 50% but not 157%.

I am asking that you do not grant this very excessive monthly rate increase and grant a more reasonable rate increase.

Thanks for your consideration.

Darrel Stuteville
HCR 64
Box 2118
Shell Knob, MO 65747

6/20/2005

FILE COPY

Upon completion of the Commission Staff's and the OPC's investigations, the Company may be required to send out a second customer notice regarding the results of the investigations. Additionally, the OPC may request that the Commission hold a local public hearing. However, neither a second customer notice nor a local public hearing will happen automatically. Therefore, please take the time now to express your views about the Company's rate increase request, and its business and system operations, to the Commission Staff and the OPC.

Regardless of whether the Company sends out a second customer notice, or whether a local public hearing is eventually held, no increase in rates will take effect without the specific approval of the Public Service Commission.

If you have questions about this notice, or about anything else with which we may be of assistance, please feel free to contact us at the telephone number listed below.

Aqua Missouri, Inc.
Customer Service
1-800-851-1305

The table below shows the total monthly bill that a residential customer using 5,000 gallons of water per month would pay at both the Company's current and proposed rates.

AQUA MISSOURI - RANKIN ACRES				
Type of Customer	Current Monthly Rate	Proposed Monthly Rate	Dollar Increase	Percentage Increase
Residential water	\$ 22.34	\$ 42.76	\$ 20.42	91.41%

6-18-05
Dear Sir,
I do not know how much water I use but do you have a rate for less than 5,000 gal? if you raise my rates I am looking at choosing between water, prescriptions or food. I am a widow living on 1,088.00 social security. Do I qualify for a low income rate. Please do not increase 91.41% as it will make a hardship.
Thank you.

Helen M. Sullivan
7512 W Wade St
Republic MO 65738
417-619-6565

JUN 24 2005

Harrison, Kathy

FILE COPY

From: DAN [dandon@iland.net]
Sent: Wednesday, June 08, 2005 6:56 PM
To: Smith, Todd - MO Legislator; pscisd@psc.mo.gov; mopco@ded.mo.gov
Cc: Ardyth - Brkng Pk Village
Subject: Aqua MO, Inc. - Maplewood Service Area Water/Waste Increase

Attn: PSC, Water/Sewer Dept.
Lewis Mills - Office of Public Counsel

Re: OS-2005-0010 or OW-2005-0011

This is perhaps ranks among the most obscene applications for increase I've witnessed in my quite active senior life!!

Like most utilities, Aqua possesses a monopoly on this service and as you probably deal with mostly, those of us which will SUFFER the consequences have no place to turn as alternative...

Besides, when this utility was placed, we residents of Brooking Park Retirement Village had/have no choice but was rather apparently instituted by a yet *questionable* developer, Monsees, and Aqua. Now, we are left to the mercy of you far too *'disconnected'* service commission persons to decide whether retired seniors of this village must bear the burdened of 256% and 116% increases in such services. There simply is NO WAY this can or should be justified!

I feel like the kid with Shoeless Joe Jackson... *"Say it ain't so, Joe!"* And, am going beyond the pale of *requesting* that you *'say it ain't so'* in very emphatic terms of denial!!

Absolutely and Resolutely Sincere,

Dan and Donna Swearengin

149 Sycamore Lane
Sedalia, MO 65301-9009
(660) 829-0384

6/8/2005

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

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

Reference: QW-2005-0009

Dear Office of Public Counsel and Public Service Commission:

I am writing in response to your recent notification of a request by Aqua Missouri, Inc. to raise our water rates 63.08%!!!

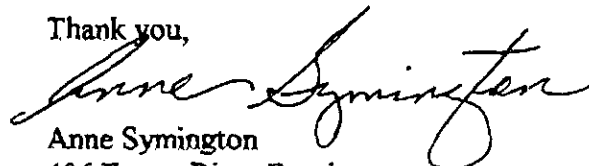
I have investigated several water district's rates in this area and have found that Aqua Missouri, Inc. rates are significantly higher than most others in the area at this time.

Aqua Missouri Inc	\$15.03 first 3000 gallons 3.63 each 1000 gal thereafter
City of Hollister	\$ 5.54 first 1000 gal 1.72 each 1000 gal thereafter
City of Branson	\$ 4.24 first 2000 gal 1.55 each 1000 gal thereafter
Taney County Water Dist 2	\$ 8.00 first 1000 3.00 each 1000 gal thereafter

You are/were probably aware of charges from area water districts; however, it is amazing as to why Aqua Missouri, Inc. needs any increase, much less a 63.08% increase.

I would encourage you not to let them raise our water rates! It just does not make sense as to why they need so much more to supply water than other area water suppliers. Aqua Missouri, Inc., owned by Aqua America Inc., NYSE, (WTR) is a large corporation who bought Aqua Missouri, Inc. knowing its revenue numbers. We are not New York City or Kankakee, Illinois. We are in Hollister, MO and need Hollister, MO rates consistent with cost of living in this area!!!

Thank you,



Anne Symington
406 Foggy River Road
Hollister, MO 65672
417-335-2663

Russo, Jim

From: Tanner, Leslie [leslie_tanner@centralbank.net]
Sent: Tuesday, June 28, 2005 11:16 AM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Reference to QS-2005-0010 ; QW-2005-0011

It has come to my attention that Aqua Missouri, Inc. is requesting a 115.84% on their residential wastewater charges. I analyze many businesses and municipal entities financials. I am curious what the last year's budget was and in what areas the income was deficient and in what areas the expenses were over budget. Please share with me what the commission staff's audit and investigation results are.

Is Aqua Missouri making the new developers pay for the hook ups and the lines within the development or is this cost trying to be covered by the company (ie existing customers)?

How does the number of personnel and wages compare to similar wastewater companies?

Are there new regulations that is causing more chemicals or change in procedures?

A 115% increase requires some specific explanations, not just that there has been no increase since 1994.

Leslie Tanner
 Commercial Loan Officer / CPA
 office (573) 634-1142
 fax (573) 634-7466

Note:

The information contained in this message may be privileged and confidential and protected from disclosure. If the reader of this message is not the intended recipient or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of communication is strictly prohibited. If you have received this communication in error please notify us immediately by replying to the message and deleting it from your computer.

June 16, 2005

RECEIVED

JUN 20 2005

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

UTILITY OPERATIONS
DIVISION

Dear Public Service Commission:

We are residents of the Quail Valley Lake Subdivision and are very concerned about the rate increase request from Aqua Missouri. Aqua Missouri is requesting approval to increase their rates by 115.84%. This rate increase seems excessive especially considering the fact that there are no proposed service improvements. We ask that you review this matter carefully. Thank you for your consideration and your time.

Sincerely,

Jason & Jennifer Thompson

Jason & Jennifer Thompson
2807 Foxdale Drive
Jefferson City, Missouri 65109
(573) 636-2661

June 27, 2005

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. 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,

Mary A. Thompson

*9807 Lakeview Dr
Lake Carmel
Eugene, MO 65032*

JUL 11 2005

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

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Thank you,

Mary A. Thompson 9807 Lakeview Dr
Lake Carmel
Eugene, MO 65832

June 27, 2005

RECEIVED

JUL 01 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

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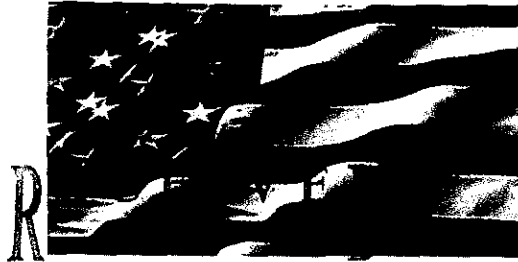
In closing the company may be due some raise to cover cost increases. However, it needs to be more in line. Say 10-20%. Doubling and tripling service charges is excessive.

Thank you,

Valerie C. Lepper Trust

8807 W Bragato RD

Eugene, Mo. 65032



JUN 27 2005

UTILITY OPERATIONS
DIVISION

I disagree with
the High increase
on the water bill -
This is way to much

Dora A. Simmons
322 Hummingbird
Shell Knob Mo 65747

Support Our Troops ~ Remember Our Veterans

T6039

18 June 05

JUN 23 2005

UTILITY OPERATIONS
DIVISION

I received a letter
from Aqua Missouri.

They are asking you
to let them raise our
water rate, ~~82~~ 16 percent.

Only a commission
that is getting a kick
back, would let this
happen.

May be a $1\frac{1}{2}$ to $2\frac{1}{2}$ percent
but not more.

Oldon Q. Tummons
361 Goldfinch Ln.
Shell Knob Mo
65747.

Brooking Park
Retirement Village

116 Brooking Park Ave
Sedalia MO 65301-9337

Phone: 660-826-9192
Fax : 660-826-7175
Email:
ardyth@brookingparkvillage.com

June 10, 2005

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

RECEIVED
JUN 13 2005

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

Ladies and Gentlemen:

UTILITY OPERATIONS
DIVISION

We have received notice of requested increases in the operating revenues of Aqua Missouri, Inc. The purpose of this letter is our request that it not be approved.

We are a retirement community, with most all of the residents here being on fixed incomes. A fee increase of this magnitude, 256.27% and 115.94%, seems outrageous and out of proportion. We do realize increases are necessary from time to time, but certainly not to this degree.

Regarding the business and system operations of Aqua Missouri, many times service has been interrupted or turned off here, with no prior notice to the residents or the office, in order to make planned repairs. After repairs are made, landscaping is delayed.

Please review and consider carefully before approving an increase of this amount.

Sincerely,



Ardyth Turner, Administrator
Brooking Park Retirement Village

June 13, 2005

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

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

To Whom It May Concern:

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

This letter is in reference to the rate increase requested by Aqua Missouri.

I think this rate increase is totally out of line for the amount of increase they are requesting at 115% increase on the basis of it being 11 years since the last increase. I am not against gradual or a small increase, but what they are asking is totally out of line. Their request is **MORE** than 10% increase per year since the last increase. I'm not sure, but I don't know many people that get a 10% pay increase every year.

I myself am a single person with a small child to raise on only my income, I don't understand how they justify my water usage to someone who has 5 or more people living in the household. My father who is elderly and retired also has Aqua Missouri and he lives alone. I can't see how they base an across the line increase of that outrageous amount. At the rate they are requesting my sewer bill each month would be 3 times more than my average water bill each month.

If any increase is allowed it should be based on water usage and adjusted on an annually basis.

Any help in this matter would be greatly appreciated.



Lori Twehus
Ray Twehus

June 15, 2005

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

RECEIVED
JUN 17 2005
UTILITY OPERATIONS
DIVISION

Re: Request No. QS-2005-0008 Aqua Missouri

We received a letter from Aqua Missouri advising that they have requested a rate increase in our sewer service. The increase requested is 115.84%, from \$35. to \$75.54 a month. This increase is totally unreasonable. Somehow they are relating this rate to a 5000 gallon water usage. Our bill has never been based on anything but a flat amount of \$35. per month. We don't average 5000 gallon usage. We are gone most of the winter, as many of the homeowners in this area are. On this flat rate we are offered no relief for the fact that we use no water during these periods. Our sewer rates should be based on our usage which could be furnished to Aqua Missouri by our Laurie Water Dept. This is the least the City of Laurie should do for us.

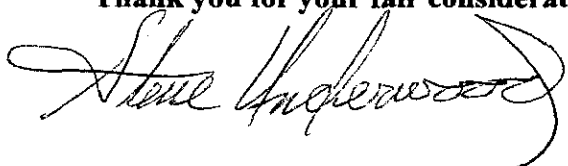
Ozark Meadows II is a senior community within the city limits of Laurie. We pay the same taxes as Laurie residents, but they refuse to put us on the city sewer system. If we were on the city system our bill would be slightly less than our water bill, far below the \$35.00. Are we being discriminated against by our city?

All of us in this community are on fixed incomes. We will never get the large wages that people are now getting, especially many company executives, yet we are expected to keep up with the ever increasing utility rates and other costs of living. Maybe the company executives should reduce their wages if the profits don't meet their expectations. Aqua Missouri bought this system no more than six years ago. How can they claim they have had no increase, in Ozark Meadow's rates as far back as 1994?

We have just had a re-assessment of our property by the county. These increases will raise our property taxes. How can we expect our property to retain its resale value if those who are eligible to buy here see the increase cost of living make such drastic increases?

Mr. Russo, we desperately need someone to investigate what is happening here and explain to us how our rates are determined, and why they are requesting such a large increase.

Thank you for your fair consideration.



Steve and Norma Underwood
302 Brook Valley Lane,
Laurie Mo. 65037
573 374 0230

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): *Bill + Jennifer Vanduspool*
Address: *5319 Calmaral Way*

Phone Number: *573-893-4636*

Thank you.

FILE COPY

JUN 17 2005

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): Kyle & Gwen V. & h
Address: 5216 Edinburgh Waye
Phone Number: 893-4268

FILE COPY

Thank you.

JUN 17 2005

FILE COPY

June 21, 2005

Public Counsel office
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, Mo 65102

I am writing to say that I am definitely against the unbelievable rate increase that Aqua Missouri, Inc. has requested. They purchased the water Co. only a few months ago from a lady that managed to make it without such a rate increase. Why did they even purchase the water Co. Obviously, this was their plan all along. It boils down to simple greed.

Please do not let this happen to us. Most of the people here in Taney come across are retired or fixed incomes. I just pray that everyone has written, called or e-mailed and that you will listen.

Thank you so much
Lynda Corbaten
474 Mac Beth St.
Branson, Mo
65616

JUN 29 2005

RECEIVED

JUN 30 2005

UTILITY OPERATIONS
DIVISION

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

June 21, 2005

To Whom it May Concern:

I am writing to say that I am most definitely against the tremendous rate increase that has been requested by Aqua Missouri, Inc. It is unbelievable. They purchased the water Co. only a few months ago from a lady that somehow managed to make it without such a rate increase. Why did they even purchase the water Co? This was the plan all along. It boils down to greed. Cox Communications came into town & raised the cable rates from \$12 monthly to \$34⁰⁰ for basic cable. No competition. Nothing to do if you are a widow as I am & now this proposed water increase.

Please do not allow this to happen to all the people here in Toney Cross Acres. Most of us are older retired people on fixed incomes. I hope everyone has called or written.

Thank you
Lynda Walker

Russo, Jim

From: don-jeri wagner [dwjw@mo-net.com]
Sent: Wednesday, June 22, 2005 4:53 PM
To: ISD - PSC
Subject: Water Rate Increase - QW-2005-0009

Aqua Missouri is asking for an 82.6% rate increase. I'm sure you can see that this is ridiculous and is probably just a ploy to get a 10% or something increase as a settlement.

Improvements to the system are a necessary part of doing business and are probably required because of the huge increase in their number of customers since 1994 which certainly improved their profitability and will continue to increase profits in the future.

For their audacity and the implication that they think the PSC is stupid, they should get nothing.

6/23/2005

Don and Pat Waits

66 Rustic View
Shell Knob, Missouri 65747
Home Phone 417.858.2400
Email dwaits@centurytel.net

June 16, 2005

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

RECEIVED
JUN 23 2005
UTIL. OPERATIONS
DIVISION

Reference Request Number: QW-2005-0009

Dear Mr. Mills:

On May 14, 2005, Aqua/RU, Inc., doing business as Aqua Missouri, Inc. submitted a request for increases in its annual water and wastewater operating revenues. This letter is a written protest opposing the proposed 82.16 percent increase in water rates.

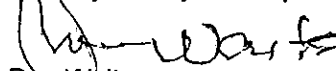
I find no reason for the unjust request from Aqua/RU. I recognize from time to time that maintenance problems will come up, however, these maintenance problems should have already been budgeted for and monies should be available before any problems exist. Aqua/RU did this past year install a new water tower and I'm sure that some additional equipment, such as pumps were needed. This was a replacement situation, not a new capital improvement.

If Aqua/RU was to start a fluoridation plan for our water, then I could understand a rate increase, not 82.16 percent, but a fair increase to fund the cost of purchasing fluoride and maintaining the fluoridation equipment. However, this is not the case. Aqua/RU, in their letter to their customers really doesn't spell out why they need this increase. The cost of water that is sold to their customers represents what percent of their total budget? What percent of the budget is allowed for operations and maintenance? Debt? Taxes? Improvements? Salaries, executive and clerical?

If some or all of the questions above were addressed in their current letter, then we would have a better idea to their operating cost and why they are applying for a rate increase. I believe that if a 82.16 percent rate is needed in order for Aqua/RU to operate to meet its current expenditures, then someone must be negligent in the handling of their duties.

In 2002 this same company applied for a 54.4 percent rate increase. From that time until now the rates have remained the same. Point being, your department and the Missouri Public Service Commission did not grant the proposed rate increase and Aqua/RU has survived. Shell Knob is a retirement community and many of the residents are living on a small pension plus social security. The cost of gasoline has done much damage to their budgets and now to have a 82.16 percent hike in water rates, consisting of another \$16.39 per month or \$196.68 per year would be devastating. In addition to the Aqua/RU proposed rate increase, Stone County is also proposing a tax sales increase on water quality of 1/8 of 1 percent. Most residents, I believe, would not object to a small increase, such as 5%, but certainly not a 82.16 percent.

Thank you for your cooperation,



Don Waits

CC: Missouri Public Service Commission

Board of Governors, Property Owners Association, Turkey Mountain Estates No. 2

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.

6/20/05

Name(s): Steve & Judy Walkenbach
Address: 5305 Balmoral Way
Jefferson City, MO 65101
Phone Number: 573 635 9215

FILE COPY

Thank you

Steve & Judy Walkenbach

JUN 21 2005

Russo, Jim

From: Timahothhead@aol.com
Sent: Friday, June 24, 2005 11:44 AM
To: ISD - PSC
Cc: mopco@ded.mo.gov
Subject: attn.Water&sewer dept./ attn. Lewis Mills

I am writing in regards to the proposed rate increase by Aqua RU,inc. for the Rankin Acres subdivision, near Republic,MO. Reference to request # is QW-2005-0009.

While in the present we are enjoying low water costs, I do believe a 91% increase is a bit extreme for water service only. I personally live alone and with no metered measurement of water use, I feel like I will be paying far more than my fair share, compared to the family of five that lives next door that uses hundreds more gallons a day than I do. This is an older subdivision that has been neglected by the City of Republic due to the recent growth in new homes in the immediate area. We all have old and many failing septic systems with no signs of being connected to city water and sewer anytime soon. I hope you will take into consideration my points of view in this matter. I am not opposed to a rate increase to continue service with our most precious resource, however 91% is VERY extreme for me to get behind. Thank you for your time in this matter.

Sincerely,
Timothy Welte
4919 S. Douglas Dr.
Republic, MO 65738
timahothhead@aol.com

6/28/2005

Russo, Jim

From: kmjewheeler [kmjewheeler@cablemo.net]
Sent: Tuesday, June 14, 2005 6:55 PM
To: ISD - PSC
Subject: QW-2005-0009 AquaSource/Rankin Acres

June 13, 2005

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

RE: QW-2005-0009

Recently, we received AquaSource's letter stating the proposed rate increase for the Rankin Acres subdivision in Republic, MO. As customers of AquaSource for more than four years, we have been happy with the service, for the most part. However, the proposed rate increase raises some concerns.

TIMING:

On May 14, 2005, AquaSource submitted the petition for a price increase. At a May 31, 2005 meeting with the City of Republic, a representative from AquaSource stated there would be NO increase in fees. On June 8, 2005, we received a letter outlining the proposed rate increase. Folks, we do NOT like to be lied to and someone from AquaSource lied on May 31. Lies are not appreciated.

AMOUNT OF THE INCREASE:

We all realize the cost of living is constantly on the rise. For that reason, a moderate price increase is understandable. HOWEVER, a 91.41% price increase is excessive. First, we are told no price increase, and then we are told our bill will almost double. Isn't that a little extreme? Consider spreading the increase out over several years instead of all at once.

LACK OF COMMUNICATION:

This price increase is a perfect example. On May 31, we were told there would be no increase. Less than two weeks later, we were told there would be one.

Another example: In May of 2001, a boil order was issued in our subdivision. We were not told of the boil order until three (3) days later – and it took another two (2) days for the notice to be posted in the newspaper! A phone call, at the very least, should have been placed to each household explaining the problem so appropriate action could have been taken. At that time, we were pregnant. A miscarriage

occurred the end of May – we will never know if the bacterium in the water was part of the cause. Communication is ESSENTIAL in the public service industry, and AquaSource has failed on that point.

If another boil order happens, and the 91.41% increase passes, we would suggest AquaSource use the extra \$20.42 per household per month to pay their customer service agents overtime in order to track down each and every homeowner, in order to explain the boil order. Someone's life may depend on that phone call.

We understand price increases are a way of life, but we believe the 91.41% increase proposed by AquaSource is excessive. Consider how it would affect YOUR household budget if a fixed expense were suddenly doubled. The price increase submitted by AquaSource would be met with a lot less resistance if it were not such a LARGE increase. Also, stop lying to your customers – you will find you will get a lot fewer complaints.

Sincerely,

Kenny and Marcia Wheeler
7528 W. Wade
Republic, MO 65738
417-732-6492

Russo, Jim

From: Pam.Wheeler@doc.mo.gov
Sent: Friday, June 10, 2005 8:57 AM
To: ISD - PSC
Subject: FW: Rate Increase Request numbers QS-2005-0010 or QW-2005-0011

> I recently received the letter from Aqua Missouri pertaining to their
> request for a rate increase of 115.84%, in my case. I have never
> heard of \$50 per month to flush a stool, run a dishwasher and washer.
> Who has received a pay increase of 115.84% since 1994? When did
> inflation hit 115.84%?
>
> A couple of years ago, I had the sewer back up in my rec room. I
> called them as soon as I saw what was happening. The guy let it go
> that night and the next day, they came and did something. This
> resulted in me having to replace carpeting, at the expense of Aqua
> Missouri. They also called in a cleaning service to treat the walls,
> floor, etc. Two weeks later, here it came again. This time they
> flushed the drains, again called the cleaning company, and installed a
> trap in my yard where it will shut, if the sewer backs up. This is a
> treatment for the symptom but not a solution to the problem.
>
> At the time I was dealing with Aqua Missouri on the back up, they told
> me the pipes next door to me were not deep enough and were illegal.
> Did they do anything to correct this problem? NO! I also told them
> of a sewer odor that develops of an evening. This began when the new
> subdivision was put in behind me and a pump station was placed behind
> my property. Aqua Missouri had told me the pump station was too small
> for the number of homes it serviced. The developer of that particular
> subdivision did a house by house canvas in my neighborhood wanting to know how many
> "kids"
> lived in each house. He told me it was something about the sewer but
> never was explicit. Has Aqua Missouri done anything about the odor? NO!
>
> The Company's current rates have not been in effect since 1994. About
> three years ago, my bill increased by about \$5. This was an outright
> lie they presented in their letter. Do they think their customers are
> drenched in sewer and won't remember the past increases?
>
> Does Jefferson City's proposed annexation of this area have anything
> to do with this? I pay my father's Public Water District #2 water
> bill each month, which includes his sewer, and his sewer is already
> \$10 cheaper than mine. Aqua Missouri has a monopoly in my area
> because they are the only sewer available. This is NOT justification
> of a 115.84% increase and I am requesting you NOT honor their request.
>
> Thank you,
>
>
>
> Pamela K. Wheeler
> 1716 Woodridge Trail
> Jefferson City, MO 65109
>
> Day Phone: (573) 522-2265
>
>
>
>
>

RECEIVED

JUN 13 1965

UTILITY OPERATIONS
DIVISION

6-13-65

Dear Sirs:

I do not agree with
the request for a rate
increase for the water
and wastewater as
outlined on your chart
from Aqua Maxima.

I am a single 71
year old lady living alone.

Thank you
Mildred White

Ms. Mildred J White
136 Southlake Cir
Sedalia MO 65301

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.

Please advise us on this situation

*Steve & Brenda Wilkinson
2741 Fordale Dr.
Jefferson City, Mo. 65102
573-899 5910*

Danny G. & Lynda S. Williams
3114 Highway CC
Jefferson City, Missouri 65109
June 9, 2005

Public Service Commission
ATT: Water/Sewer Department
PO Box 360
Jefferson City, Missouri 65102

RECEIVED

JUN 19 2005

UTILITY OPERATIONS
DIVISION

RE: Aqua Missouri

Dear Public Service Commission:

We received the enclosed letter on June 7, 2005 from Aqua Missouri advising of their request for a rate increase.

The letter is not dated, so I don't know from what date I have to respond.

We are a residential wastewater customer. The amount of increase from \$22.53 per month to \$48.63 is totally out of line.

We (5 families) were forced to install a sewer in the last eighteen months. This ordeal took seven years, legal fees and payments of over \$9,000 per each family to finish. Now they want to raise our sewer charges?

I feel that Aqua Missouri should re-evaluate their request to you. We worked with three different people from Aqua Missouri before the sewer was installed and they went from Capital Utilities to Aqua Source to Aqua Missouri.

Please do not grant this increase.

Our salaries have never been raised as much as these percentages. Please, please work for us in this case.

Sincerely,

Danny G. & Lynda S. Williams

Copy: Office of The Public Counsel
ATT: Lewis Mills
PO Box 2230
Jefferson City, MO 65102

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): *Ronald and Benecia Williams*
Address: *121 Highland Way*

Phone Number: *556-8866*

FILE COPY

Thank you.

A handwritten signature in black ink, appearing to be "Benecia Williams", written over a horizontal line.

JUN 17 2005

Russo, Jim

From: twilson.mail@mchsi.com
Sent: Wednesday, June 08, 2005 9:37 AM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Complaint - QS-2005-0010 or QW-2005-0011

This email is to comment and complain regarding the proposed rate increase being requested by the AquaMissouri Company. I am a customer of the above named company, and have been for almost 14 years.

When I first read the Notice of Proposed Rate Increase, I was both indignant and enraged at the audacity of theis company to attempt to gain a rate increase of 115% in a single bold step.

I feel this is nothing more than an attempt to increase their revenues and profits at the expense of customers who have no choice in sewer service providers. I simply cannot believe that this outrageous increase is necessary nor warranted in any manner.

Do they think we are naive enough to believe that without this increase, the company will be unable to sustain itself ? Have their operating expenses not increased at all during the period 1994-2004, and now they have suddenly increased 115% ? Or it is simply unmitigated greed that prompts them to ask for such an unprecedented and wholly unreasonable rate increase ?

I do not begrudge a utility company necessary rate increases to offset inflation, labor costs, capital improvements and the like. But it is unfair to break the back of individual consumers in a single attempt to recoup revenue shortfalls or increase profits overnight.

When was the last time you or I received a 115% pay raise or cost of living increase at one time ? I'm lucky to get a 1-2 % raise every 2 years !

The people of Missouri depend on you to be their watchdog and guard against unfair and untenable actions by public utilities that are improper or just plain wrong. Please do your job and stop this insanity. Thank you.

June 13, 2005
2825 Foxdale Drive
Jefferson City, MO 65109

RECEIVED
JUN 16 2005
UTILITY OPERATIONS
DIVISION

Public Service Commission
Water/Sewer Department
PO Box 360
Jefferson City, MO 65102

Dear Commissioners:

We are in receipt of a rate increase request notice from Aqua Missouri for Quail Valley Subdivision. We do not feel the request is fair or correct. According to information received, Aqua Missouri is asking the Public Service Commission to approve a rate increase in excess of 115%.

We ask for your fair and careful consideration reviewing Aqua Missouri's rate request.

Thank you,



Dawne Wiseman



Gene Wiseman

Shirley and John Wood
2853 Foxdale Dr.
Jefferson City, MO 65109

RECEIVED

JUN 14 2005

UTILITY OPERATIONS
DIVISION

June 13, 2005

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

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 their request for a 115.84% increase as very extreme. Please take into consideration our vehement opposition of this measure.

Sincerely,

A handwritten signature in cursive script that reads "Shirley + John Wood". The signature is written in dark ink and is positioned above the printed names.

Shirley and John Wood

Russo, Jim

From: S&N Wyant [swyant@centurytel.net]

Sent: Wednesday, June 22, 2005 8:05 AM

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

Subject: QW-2005-0009

We are very concerned and upset about the proposed rate increase of 82.16%. What justifies such a large increase?

As many people in the area are unemployed due to job cut backs in the state or retired and living on fixed incomes with no chance of increase to their income this just can not be justified. Even people who are actively employed do not receive pay increases of this magnitude. This just can not happen!

AQUA Missouri might not have increased their rates since 1994 but they also have not been our water provider during that period of time. It is just not fair for them to acquire more customers and then ask for a very large increase to make up for the past years that we did not have their service.

We ask that you review all concerns of low and fixed income families before allowing such a mistake to take place. Rates need to be adjusted to the income level for the area they serve just as job pay is lower in our part of the state and country.

Nancy S Wyant

6/23/2005

RECEIVED

JUN 27 2005

UTILITY OPERATIONS
DIVISION

Public 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?

Mark & Lisa Young

499 River Dr
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

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): Patrick & Mona Young
Address: 132 Highland Waye
Jefferson City, Mo. 65101
Phone Number: (573) 635-0899

FILE COPY

Thank you.

JUN 17 2005

RECEIVED

JUN 15 2005



William S. Zeaman
2002 Teal Ln.
Holts Summit, MO 65043

6-13-05

UTILITY OPERATIONS
DIVISION

PSC
ATTN WATER/SEWER DEPT.
P.O. BOX 360
JEFFERSON CITY, MO 65102

AND

Office of the Public Counsel
LEWIS MILLS
P.O. BOX 2230
JEFFERSON CITY, MO 65102

THIS LETTER IS WRITTEN IN REFERENCE TO
REQUESTS QS-2005-0010 OR QW-2005-0011
AKA. THE AQUA MISSOURIsm PROPOSED MONTHLY
RATE INCREASE OF 115.84% FOR
RESIDENTIAL WASTE WATER. THIS COMPANY
~~SE~~ MENTIONS IN THE LETTER "THE RATE INCREASE
IS NECESSARY TO RECOVER A RETURN ON ITS INVESTMENTS"
IF I TOLD MY STOCK BROKER THAT I NEED A
115.84% A MONTH RETURN ON MY INVESTMENT, HE
WOULD NOT EVEN TAKE ME SERIOUSLY. I DO
TAKE THIS LETTER SERIOUSLY.

THE LETTER I RECEIVED ALSO MENTIONS THAT THE
COMPANY HAS MADE "SIGNIFICANT CAPITAL IMPROVEMENTS".
THE ASSOCIATION I LIVE, IN GOLDEN POND HOMEOWNERS
WAS FORMED IN 1997-1998. THE BUILDER OF THE DIVISION
~~GET THE~~ BUILT THE 3-STAGE LAGOON SYSTEM
BEHIND MY HOUSE SO THE ~~BE~~ ~~CURRENT~~ INITIAL COMPANY
THAT TOOK OVER THE WASTEWATER TREATMENT DID NOT
HAVE TO FORK OUT ANY MONEY BECAUSE IT WAS
A FULLY 'DNR' APPROVED FACILITY WITH GOOD FUNCTIONING
CAPACITY. THE CURRENT COMPANY AQUA MOsm
HAS A PRESIDENT WITH THE MAIN OFFICE
IN PENNSYLVANIA IS PART OF A VERY LARGE
AND

LARGE COMPANY WHO BUYS OUT SMALL COMPANIES; I DO NOT UNDERSTAND HOW SUCH A LARGE COMPANY CAN FILE AN APPLICATION UNDER THE PSC'S "SMALL RATE INCREASE PROCEDURE"? THIS COMPANY OUT-SOURCES BILLING & ACCOUNTS TO DANVILLE, ILLINOIS. HOW MANY SMALL COMPANIES IN MISSOURI OUT SOURCE THEIR BILLING & ACCOUNTS PAST THE MISSOURI BORDER? YOU CAN ALSO CHECK ON ~~THE~~ WHERE ALL OF THE CURRENT FEE'S GO TO - ~~IT MAY~~ THERE ARE PROBABLY FUNDING BIG PARTIES.

I WOULD LIKE A COST-TO-BENEFIT RATIO ANALYSIS OF HOW EACH MONTHLY PERCENTAGE POINT OF INCREASE WILL PROVIDE BETTER MAINTENANCE, SERVICE OR BUSINESS PRACTICES OF AQUA MISSOURI; FOR ~~MY~~ ^{THE} THREE STAGE LAGOON SYSTEM BEHIND MY HOUSE.

THE INCREASE CAN NOT BE RELATED TO ENVIRONMENTAL FEE'S BECAUSE MISSOURI HAS THE LOWEST FEE'S FOR A WASTE WATER DISCHARGE FACILITY, LIKE THE ONE BEHIND MY HOUSE IN THE UNION. HOW MANY INSPECTIONS HAVE OCCURRED DURING THE LAST 4-YEARS AT THE FACILITY BEHIND MY HOUSE? WHAT WAS THE RESULT OF THESE INSPECTIONS? HOW MUCH DID THE COMPANY HAVE TO SPEND TO "UP-GRADE" THE

FACILITY BEHIND MY HOUSE AS A RESULT OF ⁽³⁸⁾
THOSE INSPECTIONS? HOW CAN I
BELIEVE THAT WHEN YOU REVIEW THIS
SPECIAL CASE HISTORY YOU WILL FIND OUT
THAT ONLY GENERAL MAINTENANCE AT
BEST HAS BEEN PERFORMED. I DO
BELIEVE THAT SOME FACILITIES DRAIN
THE BUDGET, THOSE FACILITIES THAT
ARE MORE EXPENSIVE, SHOULD PAY A FAIR SHARE.
I WOULD BET THAT IF YOU DID A
RESEARCH PROJECT ON HOW MANY HOUSES
ARE SERVICED BY THE LAGOON BEHIND
MY HOUSE + HOW MANY PEOPLE ARE ACTUALLY
NOT PAYING A BILL TO AQUA MOSM
YOU WOULD FIND OUT THAT THERE IS A
WIDE SPREAD PROBLEM OF PEOPLE
HAVING THEIR RESIDENTIAL WASTEWATER
BEING PROCESSED BY AQUA MOSM BUT NOT
ON THE AQUA MOSM BILLING LIST

COME ON OUT, PLEASE VISIT THE
3-STAGE LOW MAINTENANCE HIGH CAPACITY FACILITY
TO SEE IF A LARGE COMPANY OUT OF
PA. SHOULD TAKE MONEY AWAY FROM
MISSOURI BECAUSE THEY NEED A 115.85%
INCREASE IN PROFIT. I + MOST OF THE FOLKS
IN THE JEFFERSON CITY AREA HAVE ONLY RECEIVED 5

A VERY SMALL WAGE INCREASE. I DO BELIEVE ~~THAT~~ THAT AQUA MODSM SHOULD BE GRANTED ~~TO~~ A SMALLER INCREASE OF 10% PER YEAR OVER THE NEXT TEN YEARS. — THAT TYPE OF RATE INCREASE IS MUCH MORE IN LINE TO AN ACCEPTABLE INCREASE IN RATES.

My BIGGEST CONCERN IS THAT THE LETTER SUGGESTS THAT WE "MIGHT" GET BETTER SERVICE FROM AQUA MODsm IF WE PAY HIGHER FEES. MY GUESS IS THAT WE MAY NOT GET ANY BETTER SERVICES FOR THE RATE INCREASE. JUST RECENTLY I MAILED IN MY CHECK + GOT A LETTER BACK FROM THEM THAT I WAS DELINQUENT ON MY BILL. I WROTE A LETTER TO THE BILLING ADDRESS IN ILLINOIS. I ASKED THEM TO PLEASE DOUBLE CHECK RECORDS BECAUSE I THOUGHT I MAILED THE CHECK IN. THEY SENT BACK A LETTER SUGGESTING THAT I CONTACT AGENCIES IN JEFFERSON CITY IF I HAVE A COMPLAINT OTHERWISE IF I DID NOT THEY WOULD SHUT OFF MY SEWER + I OWE BACK FEES. NOW WHY WOULD I CONTACT SOME~~one~~ OTHER AGENCY IN JEFF CITY ABOUT A BILL THAT I MAILED TO ILLINOIS?

I WOULD LIKE A PERSONAL RESPONSE TO THE LETTER I WROTE. PLEASE COME VISIT THE SYSTEM BEHIND MY HOUSE + SEE ALL OF THE CAPITAL IMPROVEMENTS MADE IN THE LAST SEVEN YEARS.

W. S. Ham

June 9, 2005

Ron Vanloo ✓
1307 Mehmert Place
Jefferson City, MO 65101
573-761-5656

Dep.

2 people in house. Some increase ok. Growth would supplement expenses.

Jim Brabec
HC1, Box 4291-9
Shell Knob, MO 65747
417-858-0112

Rate increase request is ludicrous. Is this a scam, putting out this notice with these amounts but will settle for less.

Has had 7 water shut-downs in past 1 ½ yrs. No notice given prior to shut-downs. When there is a shut-down and the water is restored there is way too much pressure and the water has a milky quality. Have to clean all the screens on all the faucets because of all the debris that has been pushed through the system.

Quality of water is poor – too much chlorine.

Michael Heisler
1524 Wilmore Drive
Jefferson City, MO 65101
573-634-5508

115% way out of line. Displeasure. Quite a jump. Service not that grate. Sewer smell. Complained – nothing done.

Terry Tanner
7398 West Summit Street
Republic, MO 65738
417-732-2787

Absurd! Ridiculous! Supposed to get meters and water shut off. Nothing done for proposed increase. Very much against.

Angie Norris
4903 Oak Ridge Road
Jefferson City, MO 65109
573-634-8087 ✓

Can't believe raise that much! Complained about smell. No response to complaints. Going down hill since Aqua bought it.

Jerald & Carol Marten ✓ 004
2843 Foxdale Drive
Quail Valley
Jefferson City, MO 65109
573-636-7301

Want to register major complaint. Understand a little increase, but 115%!

Melody Reichel
3424 Wardsville Road
Jefferson City, MO 65101
573-893-6215

Company been terrible from beginning.

Mitch Calvert ✓
175 Foggy River Road (Riverside Estate) Beth
Hollister, MO 65672
417-334-6006

Without water for 3 days. New had so much trouble with any company. Filed complaint last year. Has had a leakage. Meter always under water. Already paying double.

June 10, 2005

Betty Keown

2825 Covey Lane
Quail Valley Lake
Jefferson City, MO 65109
573-636-4272

Strongly opposes this rate increase.

Thomas Kelley

HC1, Box 4024-10
Shell Knob, MO 65747
417-858-2808

✓
Both

Excessive 131% insane for rate increase.

Gary & Christy Strobe

7808 Karen Drive
Jefferson City, MO 65101
573-395-4105

Outrageous! No increase since 1994. A little increase okay. 115% too much. Lagoon – very little maintenance.

Jim Tone

HCR 1 Box 4013-65747
Lakewood Manor service address
Shell Knob, MO 65747
417-858-6263

21535 N 2600 East Road
Lexington, IL 61753 permanent address
309-365-8826
twotones@mo-net.com

Tried calling PSC could not reach anyone. 131% increase in water – too much.

He is a seasonal resident – spends 3-4 months per year in Shell Knob.

Water service went out couldn't contact anyone. Finally reached the former service man for the old water company. Didn't get any results.

June 13, 2005

Steve Sapanas

6429 Kleffner Ridge
Jefferson City, MO 65101
573-634-2353

115% too high. Lived in house 2 weeks.

Michael Polk ✓

7671 W. Wade Street
Republic, MO 65738
417-732-1036

Both

Lived in house 18 years. 5 water breaks in yard. Break last spring. Aqua dug up yard. Did not fix or reseed. 25 or 30 breaks on street since he lived there. Does not see improvements. Water pressure inconsistent. No meters. Same amount for everyone regardless of how much water used. Not properly notified of boil orders. Increase of 91% a lot more than inflation rate. Little excessive. No improvements.

Gary Lower

PO Box 1727
Warsaw, MO 65355
660-525-3052

Has water service only. Water not fit to drink. Dog won't even drink it. Has oily film on top. This is an outrageous increase.

Karl Davenport ✓

1304 Mehmert Place
Jefferson City, MO 65101
573-635-9884

Both

Proposed rate increase of 115% is ridiculous. More than doubling their rates. Already paying more than most other utilities in area charging.

Keith & Eunice Davis

4813 Sunrise Drive
Jefferson City, MO 65101
573-95-4154

115% rate increase outrageous and unethical.

Harry Hammond ✓
107 Brooking Park Avenue
Sedalia, MO 65301
660-829-5683

Beth

256% increase for water. \$23/month to \$63/month. Understand smaller increase.

Rosie Kusch ✓
2047 County Road 374
Holts Summit, MO 65043
573-896-4082

Beth

Only person in house. Some increase okay.

Lela Bunch
2908 Foxdale Drive
Jefferson City, MO 65109
573-893-3271

Rate increase not fair.

Starting in June or July of 2004 company was switched to Illinois company. First bill received had an extra \$5 charge on it. When she called the company they assured her it was a fluke – probably something to do with the change in billing service. It would be credited on the next months bill. On the next bill there was no credit but still a \$5 extra charge. She thought maybe it was an automatic rate increase since the company had changed ownership. Called and was assured that that was not the case and the \$5 was not showing on their screen. The extra \$5 charge continued showing on her bill until January of 2005. She called again and was informed that she had been late in November paying her bill. If she was late in November how come the charge was showing up 3-4 months earlier? She called them in February and wanted to know if she was the only customer being charged the extra \$5 and if so she was going to call the PSC and complain. Was switched to the Vice President of the company and the \$5 was taken off her bill. Now they want a 115% increase – no way.

June 14, 2005

Dick Otke

2421 West Edgewood
Jefferson City, MO 65109

QF 2005 0008 - Developer of Ozark Meadows down at the Lake of the Ozarks. Community of senior citizens. Rate increase is way out of line. This will totally stifle further development of subdivision. Originally people agree to rate of \$35.

David Buff ✓

7355 West Wade Street
Republic, MO 65738

Both

91.41T increase not justified at one time.

Why no questions on quality of service? Small community outside city limits of Republic. They use a community well. No one has a meter or shut off valve.

Angela Spellman

2740 N. Lake Drive
Holts Summit, MO 65043
573-694-6988

It's EVIL. It's double the rate is out of control.

Tom Lavelly

HCR 64, Box 2111-2
Shell Knob, MO 65747
417-858-9326

Can understand some increase in rates. 82% is ridiculous. Fixed income. 10% to 15% increase okay.

Tom Largent

P. O. Box 261
Holts Summit, MO 65043
573-353-9651

Ridiculous. 115% is way too much. Only has wastewater with Aqua. Even 50% would be too much.

James Duenow
1222 Mehmert Place
Jefferson City, MO 65101
573-761-0537



Both

Absurd to be requesting such a large increase. 10% to 15% okay.

June 15, 2005

Harvey Burnett ✓

3037 Southwood Hills Road
Jefferson City, MO 65101
573-761-5719

Both

Paying too much already.

Gary and Tricia Drinkard ✓

4826 Sunrise Drive
Jefferson City, MO 65101
573-395-3344

Both

System put in 5 years ago. Aqua did not pay anything to put in. Not happy.

Ron Rice

199 Gropon Street
Hollister, MO 65672
417-239-1306

Even gasoline didn't make that much of a jump. Ridiculous.

Kenny Otto

1605 Grandvalley Drive
Jefferson City, MO 65101
573-680-0808

How can they raise their rate 115% above what it is now? Why not a gradual increase. Not competitive. Not doing things right.

Jim and Tammy Vanderborg

5311 Balmorial Waye
Jefferson City, MO 65101
573-761-3235

Why do they need such a drastic increase? Not fair – too excessive.

AQUA MISSOURI
CUSTOMER CALLS

June 7, 2005

Laura Dampf
3430 Horseshoe Road
Jefferson City, MO 65109
573-636-6051

Why 100% increase? Lagoon -- not much maintenance. \$23 to \$48/month. Ridiculous.

Dr. Darrel Thomas
2709 Covey Lane
Jefferson City, MO 65109
573-556-8999

256% increase ludicrous. Horrendous. Very unhappy.

Paul Shoehr
4108 Greenbriar Drive
Jefferson City, MO 65109
573-635-6381

115.84% increase. Disagree with increase. Some increase is understandable.

Ambrose LeBeau
5014 Wardsville Road
Jefferson City, MO 65101
573-635-1576

\$22.53 to \$48.00. 50 homes in area. Some increase okay. Too much. Service good.

Art Linnebrink
5504 Dove Lake Road
Jefferson City, MO 65101
573-395-3102

Outrageous. Double the bill.

June 8, 2005

Donald Daniels

2032 County Road 382
Holts Summit, MO 65043
573-896-5858

No improvements in his area. Chemicals in lagoon & mowing. Golden Ponds subdivision.

David Tellman

4012 Greenbriar Drive
Jefferson City, MO 65109
573-635-4563

3 blocks from lagoon. No major changes in last 3 or 4 years. Amount almost criminal.
Ridiculous. 115%

Paul Bernskoetter

6215 Tanner Bridge Road
Jefferson City, MO 65101
573-636-3948

2 people in his household – not as much usage as larger families with children. Current amount of \$22.53 too much. Proposed amount outrageous.

Mr. and Mrs. Alfred Allee

6606 Monsees Drive
Sedalia, MO 65301
660-826-8214

Received letter from Aqua Missouri. Have both water and wastewater service. Oppose such a drastic increase. Understand that a small increase would be appropriate but they are asking for too much at one time. This is an outrageous request.

Wilbur Burton

1714 Woodridge Trail
Jefferson City, MO 65109
573-230-5533

Received letter yesterday. Had 30 days to respond. No date on letter except May 14 request date. Small company procedure. Aqua America large company – why small company procedure? On Cedar Valley lagoon. No rate increase since 1994. 116%. No improvements to

lagoon. Lagoon stinks. Families closest to lagoon moving because of smell. At least 20 new homes on lagoon since 1994. No reduction. Adamantly opposed. No changes to alleviate smell. Has notified DNR.

Dr. and Mrs. Joseph Dean Morris
2408 Lakewood Road
Jefferson City, MO 65109
573-635-9143

Ridiculous. 115%. \$22 to \$48 – unreal. A little increase okay. Something sustainable. Amount does not make sense.

Carol Hewitt
4836 South Vogel Avenue
Republic, MO 65738
417-732-6276

Lives alone. Why pay same as customer with 6 people in house? No senior citizen rate. 91% increase.

Mary Rademan
50816 Horseshoe Drive
Jefferson City, MO 65109
573-751-0922 work
573-635-3636 home

Astronomical amount of increase! Can't see what extra they (Aqua) have done for customers to cause such an increase.

Danny Fullington
250 Corbin Way
Branson, MO
417-337-7642

Bought old company out two months ago. (LTA Water) Should have known financial status when bought it. Outrageous increase.

Kevin Dulle
808 Southtree
Jefferson City, MO 65101
573-680-9902

Outrageous increase. He has 2 children and unemployed live-in girlfriend has 2 children.
Would agree to a smaller increase if it can be proved to be justified.

Russ Terry
4927 Sunrise Drive
Jefferson City, MO 65101

How much money have they lost in the past year to warrant a 115% increase? If they show a profit then an increase is not deserved. If no profit then a small increase would be acceptable.

Kim Kirkpatrick
HCR 64, Box 2136
Shellknob, MO 65747
417-858-3867

Not a good idea. Opposed to rate increase.

June 9, 2005

Ron Vanloo
1307 Mehmert Place
Jefferson City, MO 65101
573-761-5656

2 people in house. Some increase ok. Growth would supplement expenses.