

Russo, Jim

From: dshmm@webtv.net
Sent: Wednesday, June 22, 2005 8:40 AM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Aqua Missouri Rate Increase

Ladies/Gentlemen,

With utmost respect for you and your busy schedules, I take this liberty of addressing you.

I write with concern and comment about the requested Aqua Missouri rate increases.

Understandingly, with rising cost of all services, etc., an increase would be justified BUT, in my opinion, not to the extent requested.

I reside in a retirement village and such an increase would place additional strain on my fixed income. The same would be true for the 80+ other households in our village.

Thank you in advance for your fair judgement and attention to this matter.

Regards,

Dixie S. Hammond
107 Brooking Park Avenue
Sedalia, MO 65301

Tele# 660-829-5683

June 27, 2005

RECEIVED
JUL 12 2005

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

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,



Russo, Jim

From: Brinkley, Don
Sent: Thursday, June 16, 2005 7:30 AM
To: Johansen, Dale; Russo, Jim
Subject: FW: AQUA Missouri Rate Increase

sending these on to you guys, per Todd...

From: DHarms9998@aol.com [mailto:DHarms9998@aol.com]
Sent: Monday, June 13, 2005 3:27 PM
To: pscisd@psc.mo.gov
Cc: mopco@ded.mo.gov
Subject: AQUA Missouri Rate Increase

After reading the letter I received, I have several comments. Why do we have rate increases only after 10 years and then by 116 percent? This in itself seems ridiculous but then considering this represents an annual increase of over 8 percent compounded annually the proposal seems even more ridiculous. The inflation rate and cost of living increases have only represented one and two percent for a number of years so why do the sewer people think they need this type of increase? An increase of this magnitude would be three times the amount I now pay for water. Either they are poor managers or this is an attempt to gouge the consumer. I know the sewer service I have has bounced around like a hot potato the last few years. What ever company takes over the service only last a short time.

The utility may need an increase for their service but I don't feel they are justified in receiving an increase of 116%, My income certainly has not increased 116% over the last 10 years.

An angry customer,

Derril Harms

6/16/2005

Russo, Jim

From: Mary Lou Harp [mharp@agent.shelterinsurance.com]
Sent: Monday, June 20, 2005 12:23 PM
To: ISD - PSC
Subject: Request Number QW-2005-0009 Rate Increase

Personal Attention:
Water/Sewer Dept.
Public Service Commission

I cannot believe you are requesting this huge increase. This is an area that uses very little water and we have septic tanks so there is only water to be handled.

Put us down for being AGAINST this huge increase.

Mary Lou Harp
LH Lot 289
Shell Knob MO
Account 85025880-01

This e-mail is intended only for its addressee and may contain information that is privileged, confidential, or otherwise protected from disclosure. If you have received this communication in error, please notify us immediately by e-mailing postmaster@shelterinsurance.com; then delete the original message.

June 14, 2005

RECEIVED

JUN 16 2005

Public Service Commission
Attn: Water/Service Dept.

UTILITY OPERATIONS
DIVISION

Dear Sir:

I am a resident of Ogden Meadows II, Service Area for Aqua Missouri, in Fenton, Mo. I received a letter from Aqua Mo regarding a raise in rates for their service.

I am appalled at the idea of raising the monthly rate from \$35.00 a month to 75.00 - a percentage increase of 115.84%! In the 8 years that I have lived here I have never used 5,000 gallons of water a month. This is a retirement sub-division of 15 homes - no more than 2 people to each house - 8 of them only 1 person.

I ask that you honestly review this increase and realize how very unfair - and shocking - it is for this area.

I have always felt that the \$35.00 charge was way out of line - but this?

Florence Harris

106 Oakwood Ct.

Ogden Meadows

Gravett Mills Mo 65037

573-374-4737

Mr. Betty C. Hartel
10611 NE 172nd St.
Kearney, MO 64060

June 8, 2005

Dear Sirs,

We are writing to protest the asking of an 82% increase in water rates at the Oark Mountain Service Area. A great many of the houses are vacation homes and may not use any water in some months. Four thousand gallons of water, at the minimum seems excessive.

A more reasonable charge would be a 25% increase, (we pay 14.11, now) and cut the amount water that would buy.

Our vacation home is located at 479 Bayshore, Shell Knob, Mo.

Yours truly,
Donald & Betty Hartel

Russo, Jim

From: Shanon Hawk [shawk@lewisrice.com]
Sent: Tuesday, June 14, 2005 6:18 PM
To: ISD - PSC
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri Proposed Rate Increase

On June 7, 2005, the residents of the Lehman Acres Subdivision received notice from Aqua Missouri of their intention to seek PSC approval for a nearly 116% increase of our monthly sewer rate. Please be advised that I, along with my neighbors, are strongly against this increase. Aqua Missouri has done little or nothing in our opinion that would merit this type of increase.

We are hearby requesting a hearing on this proposed increase and would like to be notified so that we can participate in the hearing. We are in the process of collecting signatures to oppose their rate increase. We will be forwarding to you by June 30th a letter outlining the history of our lagoon's maintenance and asking for your assistance in helping us obtain certain information from Aqua Missouri to explain the merits of their request.

Should you have any questions, please do not hesitate to contact me on my cell phone at (573) 230-9069 or by e-mail at shawk@lewisrice.com.

Shanon Hawk

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6/20/2005

Russo, Jim

From: Helad1940@aol.com
Sent: Thursday, June 09, 2005 10:17 PM
To: ISD - PSC
Cc: mopco@ded.mo.gov
Subject: RE: AQUA/RU, Inc - LTA Water Service Area proposed increases

Public Service Commission, Attn.: Water/Sewer Dept.

Office of the Public Counsel, Attn.: Lewis Mills

We are shocked that AQUA Missouri would propose this large an increase in our area without personally contacting the residents on the water line to discuss what they have done to our system, are doing, or are going to do to justify such a large increase. As you know, they have just purchased this water line, and they don't know us and we don't know them. The other owner appeared happy with her profit structure, and we were told that was not a factor in her selling the water company. Perhaps AQUA Missouri is starting high as a negotiating ruse. If so, I believe their customers in Branson are going to need to know a lot more in order to prevent a large backlash from what I am hearing. We had assurances before the sale concerning this matter, which apparently is no longer germane from AQUA Missouri's perspective; and maybe it never was. If so, they should have told us and we would have looked at other potential options to see if they were feasible. From her letter, and what we were told, we believe that the seller sincerely was under the impression this was not going to happen, and we the consumers need to find out what has happened.

During the summer months, water usage for many of the homes averages in the ten thousand gallon range, and the monthly bills ran in the mid to upper twenties. Under AQUA Missouri's proposal the billing would increase to around seventy-five dollars. I believe that if their profit structure in other areas are not sufficient to generate adequate income to cover their expenses and yield a profit, that perhaps they need to start there to get their costs under control. Our area has apparently been generating a profit for many years, and it is hard to understand how they or you can justify tripling the cost to the consumer. We would need to see where this money would be going and if it is going to be used to cover losses in other areas or is actually needed for investment in necessary upgrades or justifiable increases in operating and labor costs on our system.

I believe AQUA Missouri needs to get their data together and hold a meeting with their customers in the Branson area. Without such, I think there is probably going to be a lot of Missouri "politicken" going on.

Sincerely,

Dale & Cindy Hedrick
340 Caudill Way
Branson, MO 65616
417-336-3937

6/20/2005

June 12, 2005

RECEIVED
JUN 16 2005
UTILITY OPERATIONS
DIVISION

Dear Public Service Commission:

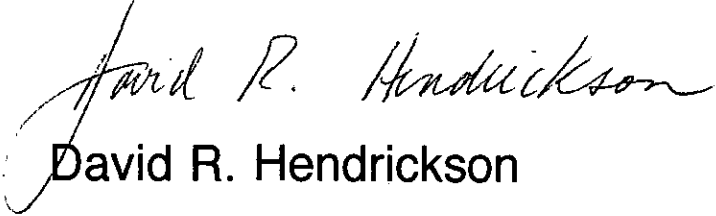
Recently, I received a notice in the mail concerning a possible rate increase in my sewer service (reference numbers are QS-2005-0010 or QW-2005-0011.) Since I have no choice in shopping around for my sewer service, I am calling on you to please take a careful look at what Aqua Missouri is proposing.

Aqua Missouri is proposing a rate increase equivalent to 115.84% per month. I am frustrated and extremely concerned that they would even consider such an extremely large increase. If all companies are allowed to raise rates at such a high percentages people will struggle financially to make ends meet. I have a hard time believing that the company can justify these increases based on their financial records. Perhaps they haven't noticed that the economy hasn't rebounded completely since the September 11 incident, or that the state has gone without pay raises for quite sometime or maybe the problem they are experiencing stems from mismanagement within their own company.

Your commission was formed to protect consumers against monopolies and unfair business practices. I hope you are looking out for the consumers interest and refuse to allow Aqua Missouri to impose such outrageous increases on its customers who don't have the opportunity to shop around for better rates or a

company who puts its customers first.

Sincerely,

A handwritten signature in cursive script that reads "David R. Hendrickson". The signature is written in dark ink and is positioned above the printed name.

David R. Hendrickson



June 05



In response to your
letter regarding increase
in service to the White
Branch Area.

To whom it may concern:
The water bill in this area
has been more than fair for
a long time.

Most of the cabins here are
vacation only. Almost no
one here in the winter months.

There are a few families on
assistance and or retired
living on a fixed income.

To ask for an increase in
service is understandable.

However to double or triple
the cost is outrageous.

We reconsider your
request for such an increase.

Request # QW20050009

Henry
Raiant
Henry



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): *Chris and Sandra Hentges*
Address: *5404 Aberdeen Way, Jefferson City, MO 65101*
Phone Number: *573-893-4012*

Thank you.

JUN 20 2005

Russo, Jim

From: normanhill [nehill19@iland.net]
Sent: Tuesday, June 07, 2005 4:07 PM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Aqua Missouri, Inc. - Maplewood Service Area

Request number QS-2005-0010 or QW -2005-0011

This is regarding a letter I received today from Aqua Missouri, Inc. about a rate increase request. I have lived in this area, and used their water service for only 2 years and 3 months so am unaware of what they might have done in the past. However, if what they say in their letter is true that they have not increased rates since 1994, then I can understand them requesting a reasonable rate increase. The increase they have requested, according to information in the letter, is only not reasonable but is downright usurious. I have been retired for several years and have not had even a reasonable increase in my income. Inflation is slowly overcoming my income each year. We have a refrigerator with an ice maker, as most people do these days, and the ice it makes cannot be used because of the smell. We had one on Aqua's people out to our house to discuss this and he said there was nothing they could do about the smell, it's in the water. We do have a water softener but Aqua's pressure is not high enough that we can run the icemaker line through the purifier which would relieve the smell and the taste. In these days of ever increasing prices and less and less for our money we are depending on you as part of our state government to help us combat this situation and make the right decisions. Our water costs are in your hands.

Thanks for your help. Norman E. Hill
172 Brooking Park Ave.
Sedalia, Missouri, 65301
Phone, 660-827-5105

6/20/2005

June 21, 2005

RECEIVED
JUN 22 2005

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

UTILITY OPERATIONS
DIVISION

RE: AQUA MISSOURI
RATE INCREASE

Please refer to the letter I received postmarked June 6, 2005, concerning a rate increase of 115.84% on my residential sewer monthly charge.

I believe this increase from \$22.53 to \$48.63 a month is outrageous and an unreasonable amount. I have no choice because I can not change my service. I thought \$22.53 was high because when I was living in side of Jefferson City the sewer charge was \$8.05.

There is only one person in my residence. I am gone to work or asleep most of the day. So I have only minimal amount of usage.

In the letter I received, it states: "the Company's request includes a proposed change in the design of the Company's customer rates whereby all customers, regardless of the service area location, would pay the same rates for the services received." Does this mean that I, as one person, would pay the same as a residence with a family of seven, even though my usage is less? Or does this mean that the increase will be according to the number of persons served in the household?

With all the cut backs that we read about in the newspaper, this is really unreasonable.

Thank you for your consideration,

David Hoelscher
1251 Eagan Lane
Jefferson City, MO 65109

June 29, 2005

RECEIVED
JUL 01 2005

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

UTILITY OPERATIONS
DIVISION

RE: AQUA MISSOURI
RATE INCREASE

Please refer to the letter I received postmarked June 6, 2005, concerning a rate increase of 115.84% on my residential sewer monthly charge.

I believe this increase from \$22.53 to \$48.63 a month is outrageous and an unreasonable amount. I have no choice because I can not change my service. I thought \$22.53 was high because when I was living in side of Jefferson City the sewer charge was \$8.05.

In the letter I received, it states: "the Company's request includes a proposed change in the design of the Company's customer rates whereby all customers, regardless of the service area location, would pay the same rates for the services received." This is not a utility that has a meter. With that kind of money, maybe the Company should put a meter in all the area household sewer pipes. That way each household could pay a rate according to their usage. I am home mostly to sleep; there fore, I am not a high volume user. It is not like the Company does any personal service to me except send a bill each month.

If every customer in Aqua Missouri area increases by 115.84%, that is a lot of money. I would be paying \$583.56 a year.

This will also hurt the resell value of my property.

With all the cut backs that we read about in the newspaper and people loosing jobs, this is really unreasonable.

Thank you for your consideration,

Michael Hoelscher
1219 Katy Lane
Jefferson City, MO 65109

June 10th 2005

Public Service Commission

Attn: Water / Sewer Dept.

RE AQUA MO
waste water rate increase
QS - 2005 - 0010 - QW 2005 - 0011

RECEIVED

JUN 13 2005

UTILITY OPERATIONS
DIVISION

Dear Commission Members:

I cannot believe Aqua Missouri, Inc. has the
Audacity to request a rate increase!
the current rate is sufficient and hard enough
to meet on a fixed income, while the proposed rate
is ridiculous to say the least.

Your consideration is appreciated.

Respectfully

Jane E. Hollaway



Hollaway
2901 Sunny Brook Dr
Jefferson City, MO 65109-9334

June 13, 2005

Public Service Commission

Attn: Water / Sewer Dept.

Re: Aqua Mo

Waste water rate increase

OS 2005-0010 - DW 2005-0011

RECEIVED

JUN 15 2005

UTILITY OPERATIONS
DIVISION

Dear Commission Members:

Surely Aqua Mo can't expect a rate increase of this magnitude! The current rate seems fair in comparison -

In reviewing the water rate it's even more ridiculous.

We pay \$15-18⁰⁰ monthly on the average to P.W.S.D. #1

Appreciate your consideration.

Yours Truly
Sandra J. Hollaway



Mrs. Sandy Hollaway
2901 Sunny Brook Dr.
Jefferson Cty, MO 65109

RECEIVED
JUN 13 2005
UTILITY OPERATIONS
DIVISION

Dear Sirs

I was every surprised to hear that Aqua wants more money. What do they do for their money now. The water is not fit to drink, I have to buy water to cook with and drink. Will they repay me for my expenses.

Since they took over the water is terrible tasting. We use to have the best water Anywhere. Where do they get off asking for 138% raise. I hope you find some Way to take water samples from each house and look at all the old pipes in our Subdivision.

Sincerely

Mary Ann Horvath

Hc1 Box 4024-5

Shell Knob, Mo. 65747

Russo, Jim

From: garyhoskins [gphoskins@ecarthage.com]

Sent: Tuesday, June 14, 2005 2:42 PM

To: ISD - PSC

Cc: mopco@ded.mo.gov

Subject: QW-2005-0009

I strongly disagree with the request of Aqua/RU, Inc. - Lakewood Manor Service Area on their request for a rate increase. The increase would more than double our current billed amount. We own a lake house in the Lakewood Manor Subdivision and are only part-time residents. I think the rate increase would be very unfair and would like to ask that you consider denying their request.

Gary T. Hoskins

6/20/2005

Russo, Jim

From: garyhoskins [gphoskins@ecarthage.com]

Sent: Tuesday, June 14, 2005 2:34 PM

To: ISD - PSC

Subject: qw-2005-0009

IN REFERENCE TO AQUA/RU,INC-LAKEWOOD MANOR SERVICE AREA INCREASE RATE REQUEST I STRONGLY PROTESTMY BILL WOULD MORE THAN DOUBLE...I HAVE A LAKE HOUSE IN LAKEWOOD MANOR AND I AM ONLY THERE AS A WEEK END OR OCCASIONAL RESIDENT. I THINK THEIR REQUEST IS VERY UNFAIR & SHOULD NOT BE APPROVED UNDER ANY CIRCUMSTANCE. THANK YOU GARY T HOSKINS..

6/20/2005

Russo, Jim

From: MIKE HUGHES [michaelt3719@yahoo.com]
Sent: Wednesday, June 08, 2005 8:36 PM
To: ISD - PSC
Subject: aqua missouri 115% rate increase

Dear Sirs

Please find against Aqua Missouri's outrageous 115% rate increase proposal (request qs-2005-0010). I know MY salary/revenue hasn't increased 115% in the last 10 years, and I see no earthly reason how AM can justify raising theirs that much, at mine, my neighbors', and all their other unwilling customers' expense. I don't think even cable rates have more than doubled in that time, and even if they have at least the public has the option to do without it. We have absolutely no choice in this case. AM basically has a gun to our head here, and is apparently wanting to take full advantage of it. In our subdivision (Van Loo Estates, south of Jefferson City) AM just recently bought the sewer service out, and is now suddenly crying hard times and claiming they just HAVE to more than double their rates. Nobody forced them to but this system out, along with however many other systems they've bought out. (no doubt what they're referring to when they mention "significant capital improvements") But now that they have it they see a chance to basically rape, pillage, and plunder their customers, since their customers have no other options. PLEASE find against them and their highway-robbery plan.

Thank you.

Mike Hughes
3719 Viola
Jefferson City, MO 65101
573 556 8912

Do You Yahoo!?
Tired of spam? Yahoo! Mail has the best spam protection around
<http://mail.yahoo.com>

Michael D. Irwin
1860 Rabbit Run Court
Holts Summit, Missouri 65043
chauliodes@yahoo.com

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

RECEIVED
JUN 23 2005

UTILITY OPERATIONS
DIVISION

Dear Public Service Commission and Staff:

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

As you are aware, Aqua Missouri, Inc., a subsidiary of Aqua America that serves nearly 4000 Missouri customers, has recently submitted increases in its annual water and wastewater revenues to the Missouri Public Service Commission. Recent changes at the Office of the Public Counsel have me very worried that the voice of utility consumers will be less resonating. For this reason, I am sending this directly to the Missouri Public Service Commission.

The requested rate increase for wastewater service at our household is a whopping 115.84%. Our wastewater treatment charges would increase from \$270.48 per year to \$583.56 per year. For our household, this is equivalent to 75% of our real estate property taxes or an increase of 16% in our Missouri State Income Tax. Since we are above median income for our area, other households will be even more drastically affected. Aqua Missouri will collect an additional \$13,154 per year from our subdivision of only 42 homes, and this is only approximately 1% of the Missouri households "served" by Aqua Missouri.

Aqua Missouri has submitted a request for a rate increases to the Missouri Public Service Commission under the commission's "small company" rate increase procedure. With nearly 4000 customers in Missouri, I understand that the subsidiary can be considered a small company; however, it should be taken into consideration that it is a small part of a vast public utilities holdings company. While the subsidiary may not be making "as much" money as Aqua America would like, it is by far not their only investment.

Aqua Missouri says that it needs to increase rates due to increases in operating expenses and to recover a return on its investments in "significant" capital improvements since 1994. Aqua Missouri didn't even exist in this neighborhood until early 2004, but it is not an unusual practice to pay a premium for an acquisition only to pass the bill on to the customers. After all, it's not like the sewer customers have a choice.

In addition, the only capital improvement that I have seen in the last four years was the merging of two "package" sewage treatment plants into one larger plant. Shouldn't it be less expensive to

maintain one plant instead of two? I seldom ever see a plant operator, but every now and then I see an Aqua Missouri truck.

Aqua Missouri also cites that it has not increased rates since 1994. While this does suggest that a rate increase is due, the proposed increase would be the equivalent of 7.25% increase per year over the last 11 years. Most utility consumers would suffer shock from such annual increases for any utility. It makes me wonder how quick of a turnaround it expects from its investments.

Most insightful for me have been Aqua America investor relations newsletters and a Wall Street Journal interview of Nicholas DeBenedictis, Aqua America's chairman. Total return for Aqua America investors was 13% in 2004 and 112% over the last 5 years. In fact, from full-year 2004 revenues of \$442 million, Aqua America's full-year net income increased to a record \$80 million, an increase of 13% from 2003.

Acquisition and rate increases of "tuck in" operations are at the core of Aqua America's growth strategy. Aqua America subsidiaries across the country have been pushing for rate increases; however, most of these rate increases are much more modest, rarely going into double-digit percentages let alone triple digits.

DeBenedictis stated the following in a 2004 Wall Street Journal interview: "Today, only about one half of 1% of the average household income is spent on water services. I don't think it has hit the radar screen from a pricing standpoint." He obviously would like to change that percentage. Today, water services constitute 0.63% of our household income. If the requested change goes into effect, water services would constitute 1.07% of our household income. I'm sure it's on a lot of radar screens in Missouri now.

Many of Aqua America's investors have no connection to Missouri. I suspect they have even less compassion for Missouri families. DeBenedictis states in the Wall Street Journal, immediately following his acknowledgement of its holdings in Missouri, that their only operations west of the Mississippi are in Texas. Aqua America's chairman is so out of touch with his Missouri customers that he doesn't even know we live west of the Mississippi River!

Greedy big business and wealthy investors stand to win big, while Missouri families that are already stretched thin will have to make due with even less. I sincerely hope this is not the "entrepreneurial climate" envisioned by our governor.

Thank you for your time and attention.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael D. Irwin", with a stylized flourish at the end.

Michael D. Irwin

June 15, 2005

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

RECEIVED
JUN 17 2005
UTILITY OPERATIONS
DIVISION

Dear Sir:

We have received the letter from Aqua Missouri pertaining to their sewer request increase.

We are a retired senior couple on a very fixed income. When we moved out here, everyone used a lagoon. 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,

Paul Ittner
Winifred Ittner

Paul & Winifred Ittner
3105 Southwood Circle
Jefferson City, MO 65101
573/636-6327

enc.

6/14/05

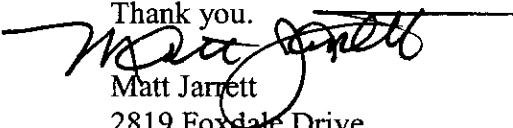
Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Dear Public Service Commission:

I live in Quail Valley Lake Subdivision in Cole County, Missouri. After reviewing the rate increase request from Aqua Missouri, I think it's unfair.

I'm not a "letter writer" by nature but this increase (115.84%) is extreme at best. I understand that price increases are part of the world we live in, however, I hope you will give Aqua Missouri's rate increase request serious scrutiny and cap it at something more reasonable.

Thank you.


Matt Jarrett
2819 Foxdale Drive
Jefferson City, MO 65109

RECEIVED
JUN 15 2005
UTILITY OPERATIONS
DIVISION

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

Name(s): Brad + Tina Jenkins
Address: 418 Highland Waye, Jeff City MO 65101
Phone Number: 573-636-7172

Thank you.

FILE COPY

JUN 21 2005

FILE COPY

9441 Erika Lane
New Bloomfield, MO. 65063
June 24, 2005

Office of the Public Counsel
P.O. Box 2230
Jefferson City, MO. 65102

Dear Lewis Mills,

Recently I received a letter from Aqua Missouri, Inc., which informed me of a proposal on a rate increase in my residential wastewater bill. This letter stated that if I had any questions, or comments that I had thirty days to state my concerns.

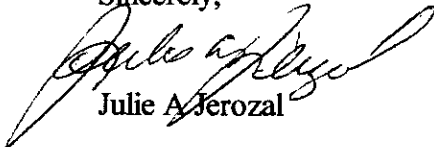
I believe in the "American Way." I believe in prosperity and success from honest hard work. I feel there should be raises and increases that are justifiable and fair. I am a hard working American; I have never received a 115.84% increase in my pay. I have at times received a 5% increase in my pay.

Aqua Missouri hasn't had an increase since 1994. With this proposal of 115.84% increase that would be more then a 10% increase for every year that they didn't increase their monthly rate on the services they offer. I cannot see the justification in that.

I understand that inflation is becoming a concern for all of us, and I can understand that an increase is needed. I feel that this increase should be no higher than 5%. This percentage can be permissible. 115.84% cannot.

As a costumer of Aqua Missouri I would like to see how they could justify a 115.84% increase on the service they provide for me. I work very hard for my money; I don't mind paying my bills. I am thankful of the services provided to me. However, I don't like throwing my hard earned money away. I hope that you would take my concerns into consideration and do what is right for all involved.

Sincerely,



Julie A. Jerozal

JUN 27 2005

9441 Erika Lane
New Bloomfield, MO. 65063
June 24, 2005

RECEIVED
JUN 27 2005
UTILITY OPERATIONS
DIVISION

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

Dear Commission,

Recently I received a letter from Aqua Missouri, Inc., which informed me of a proposal on a rate increase in my residential wastewater bill. This letter stated that if I had any questions, or comments that I had thirty days to state my concerns.

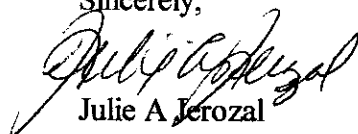
I believe in the "American Way." I believe in prosperity and success from honest hard work. I feel there should be raises and increases that are justifiable and fair. I am a hard working American; I have never received a 115.84% increase in my pay. I have at times received a 5% increase in my pay.

Aqua Missouri hasn't had an increase since 1994. With this proposal of 115.84% increase that would be more then a 10% increase for every year that they didn't increase their monthly rate on the services they offer. I cannot see the justification in that.

I understand that inflation is becoming a concern for all of us, and I can understand that an increase is needed. I feel that this increase should be no higher than 5%. This percentage can be permissible. 115.84% cannot.

As a costumer of Aqua Missouri I would like to see how they could justify a 115.84% increase on the service they provide for me. I work very hard for my money; I don't mind paying my bills. I am thankful of the services provided to me. However, I don't like throwing my hard earned money away. I hope that you would take my concerns into consideration and do what is right for all involved.

Sincerely,


Julie A. Jerozal

June 21, 2005

Public Service Commission
Attn: Water/Sewer Dept.
PO Box 360
Jefferson City, MO 65102
e-mail: pscisd@psc.mo.gov

Office of the Public Counsel
Attn: Lewis Mills
PO Box 2230
Jefferson City, MO 65102
e-mail: mopco@ded.mo.gov

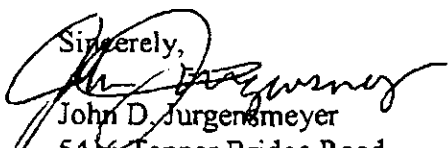
RE: Aqua's Proposed Rate Increase – QS-2005-0010 or QW-2005-0011
(Letter post marked June 6, 2005, received June 7, 2005)

Aqua's proposal to increase our water and wastewater rates 115.84% to 256.27% is outrageous! Aqua customers should not be expected to pay more than double their current rate to offset Aqua's financial greed! It should not be the customers responsibility to "bail Aqua out" just because they made business decisions to "buy out" smaller companies. This is not our problem! Aqua never asked us if we wanted them to "buy out" our original wastewater company, Aqua just did it. And now, as a result of Aqua's greed, the whole Jefferson City community must pay for their financial mismanagement.

If the Public Service Commission agrees to an increase of this magnitude, it's the same as saying "it's OK to buy out small companies because you can pass the cost onto customers, no matter how much". I simply ask you, the Public Service Commission, to keep our best interest in mind when deciding what amount increase Aqua is due. A 20% increase would be significant.

This being said, I understand the Public Service Commission plans to audit Aqua's financial records to evaluate the proposed increase. I applaud this effort! However, I hope it does not stop there. As an Aqua customer, I ask that the Public Service Commission make the results of their financial audit available to Aqua customers and afterwards provide another public comment period, as this is our only recourse of action.

We are at your mercy! Please keep our costs low!

Sincerely,

John D. Jurgensmeyer
5416 Tanner Bridge Road
Jefferson City, Missouri 65101
(573) 556-0548

Russo, Jim

From: JJurgie@aol.com
Sent: Wednesday, June 22, 2005 10:14 PM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Aqua rate increase - public comment
Attachments: Deleted Attachment.txt

Attached is my comments on aqua's proposed rate increase.

6/23/2005

FILE COPY

June 18, 2005

Office of the Public Counsel
Attn: Lewis Mills

Dear Sir:

My wife and I live South of Jefferson City and have sewer service with Aqua Missouri, Inc. We recently received a letter from Aqua Missouri, Inc. stating that they have submitted a request for a 115.84% increase in our monthly sewer bill. It seems obvious that they have built a huge fudge factor in, and are hoping for about one half of that percentage. We think that even 50% would be much too high, and that a 25% increase would be more than fair. A 25% increase will up our monthly sewage bill to \$28.17, which is quite a lot for waste disposal. We would also like to propose that future increases for Aqua Missouri be given annually at the same percentage as we receive on our Social Security checks. This would keep them up to date and avoid "sticker shock" requests from them. Thank you so much for taking the time to read our letter

Sincerely,

J. Douglas Kehr

Loretta L. Kehr

J. Douglas and Loretta Kehr

RECEIVED

JUL 07 2005

UTILITY OPERATIONS
DIVISION

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

Name(s): Doug and Loretta Kehr

Address: 5109 Edinburgh Way
Jefferson City, Mo. 65101

Phone Number:

635-9913

Thank you.

Doug + Loretta Kehr

JUN 27 2005

June 18, 2005

Public Service Commission
Attn: Water/Sewer Dept.

Dear Sir:

My wife and I live South of Jefferson City and have sewer service with Aqua Missouri, Inc. We recently received a letter from Aqua Missouri, Inc. stating that they have submitted a request for a 115.84% increase in our monthly sewer bill. It seems obvious that they have built a huge fudge factor in, and are hoping for about one half of that percentage. We think that even 50% would be much too high, and that a 25% increase would be more than fair. A 25% increase will up our monthly sewage bill to \$28.17, which is quite a lot for waste disposal. We would also like to propose that future increases for Aqua Missouri be given annually at the same percentage as we receive on our Social Security checks. This would keep them up to date and avoid "sticker shock" requests from them. Thank you so much for taking the time to read our letter

Sincerely,

J. Douglas Kehr
Loretta L. Kehr

J. Douglas and Loretta Kehr

Russo, Jim

From: bob keller [kellerrl@msn.com]
Sent: Friday, June 24, 2005 4:04 PM
To: ISD - PSC
Subject: Rate Change (QW-2005-0009)

Dear Public Service Commission:

I am writing in regard to the rate change proposed by Aqua Missouri in the Taneycomo Acres subdivision in Branson, Missouri. (Request Number QW-2005-0009)

We are at a loss as to why there would be a need for this type of an increase for our water usage in this neighborhood.

We have had several increases in our water rates since we moved to this neighborhood in 1993, but none as large as this request. The increase is ridiculous and we want to say that we strongly oppose this increase. We could see some type of an increase but not 150%.

Please take this matter into consideration and do the people of this community a favor and don't allow the Aqua Missouri Company to make this kind of increase. There are people in this neighborhood that would not be able to afford that type of increase due to fixed incomes.

Thank you,
Bob and Debbie Keller
229 Riverbend Road
Branson, Missouri 65616
417-336-6536
kellerrl@msn.com

6/28/2005

Russo, Jim

From: Vern & Rita Kelsey [kel628@mchsi.com]

Sent: Tuesday, June 07, 2005 5:04 PM

To: mopco@ded.mo.gov

Cc: ISD - PSC

Subject: Residential water/wastewater proposed increase In Ref. to QS-2005-0010 or QW-2005-0011.

I can understand where a company has to beagle to pay it's bills, but so do consumers. A 256.27% increase on anybody's bill is ridiculous!! I don't know who's fault it is that all at once we're asking for a giant increase but with gas prices and everything else going up where does it end? When increases become necessary you increase and BUDGET in increments not in a giant increase. Please figure a sensible method of covering costs on a timely bases and eliminate the Big Surprises.

Sincerely,

Vern Kelsey
2908 Dawnwood Circle
Jefferson City, Mo. 65109

6/20/2005

Russo, Jim

From: Keith and Kirsten Kempker [kkempker@netzero.net]
Sent: Tuesday, June 14, 2005 11:02 AM
To: ISD - PSC
Subject: QS-2005-0010 and QW-2005-0011

To whom it concerns

I want to contest the proposed sewer rates that Aqua Missouri is trying to set forward. The 114% increase is way excessive. While some increase might be reasonable, the proposed rate is outrageous and ridiculous. Aqua Missouri is proposing a change in the design of the consumer rates where everyone would pay the same rate regardless of the service location. This is also ridiculous. Every treatment facility has different operating and maintenance procedures thus different operating and maintenance costs. All wastewater treatment facilities are not made equal.

--
Keith Kempker
11422 Valley View Ct
Holts Summit MO

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

FILE COPY

Name(s): John V. & Susan E. Kenrigan
Address: 5116 Edinburgh Waye Jefferson City, MO 65101
Phone Number: 313-634-4543

Thank you.

Susan E. Kenrigan

JUN 17 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.

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,

Kathie Kitchens

10232 WATER'S EDGE DR.
EUGENE, MO. 65032

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.

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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,

Kathie Stephens

10232 Warden's Edge Dr.
Eugene, MO. 65032

JUL 07 2005

Russo, Jim

From: Craig, Todd*
Sent: Friday, June 17, 2005 9:38 AM
To: Russo, Jim
Subject: FW: QS-2005-0010 or QW-2005-0011
Importance: High

Another... she had an exclamation mark so it was sorted differently according to my email rules.

Thanks,

TC

From: Kliethermes, Sandy [mailto:Sandy.Kliethermes@dese.mo.gov]
Sent: Thursday, June 09, 2005 9:55 AM
To: pscisd@psc.mo.gov; mopco@ded.mo.gov
Subject: QS-2005-0010 or QW-2005-0011
Importance: High

Letter sent to Aqua Missouri.....

To Whom It May Concern:

I am writing this in regard to the letter Aqua Missouri sent to customers notifying them of an increase in sewer rates. In the letter it states that we may contact you with concerns, and the OPC, so I have sent them a copy of this letter, too. While your letter states that the OPC may "request" a local public hearing, it would be common courtesy for your company to hold some type of community meeting when requesting such a high rate increase from its customers without having the OPC demanding it. I feel that it is the responsibility of your company to increase rates as inflation grows gradually, not just dumping a huge increase at once in the lap of your customers. I understand that rates need to be increased to cover the capital improvements, inflation, larger population area, etc. However, I do not see the need to increase the rates at 115%. An extra \$26 per month may not sound like much of an increase to you, but that is a lot of money to me when I live on such a tight budget along with several other families.

When looking at comparable cities, Wardsville and Westphalia (pays \$18/month), their rates aren't even as high as your proposed rate. It is my understanding that Wardsville is installing a whole new sewer system, and their customers only pay around \$33 per month. You're proposing \$48 per month. Has your company installed a brand new system that we don't know about? When you talk about capital improvements in your letter, what kind of improvement that isn't a brand new system would cause such a large increase in rates?

One option that could help cut these high rates you're proposing would be better organization on your part. I live in the Ryan's Lake Subdivision, and know that you didn't even bill several people there for months, even years at a time, stating you didn't know they were receiving service, even after you installed the septic tanks? Now, because you don't have the organizational skills to run a business efficiently to make a profit, you want to put this huge increase in rates on your customers. It's no wonder Aqua Missouri is not making a profit if this is happening in all of your new service areas. Maybe you should look to improve that part of your business before shoving such a large rate increase on your customers. And I hope that the Commission Staff will be sure to review that fact in their audit.

I have been pleased with your service and rates in the past, however; after receiving this letter I can say that is about to change. I feel that you are not being fair to your customers by requesting such a high increase at one time. I could understand a \$5 to \$10 increase, but \$26 a month is ridiculous.

6/20/2005

Sincerely,

Brad & Sandy Kliethermes
9436 Tasha Lane
New Bloomfield, MO 65063

6/20/2005

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): BOB + WENDY KRAUS

Address: 417 HIGHLAND WAYE JEFFERSON CITY, MO 65101

Phone Number: 573.636.7607

Thank you.

THIS INCREASE IS EXORBITANT!
PLEASE DO NOT ALLOW PASSAGE OF THIS INCREASE!

JUN 20 2005

Russo, Jim

From: Craig, Todd*
Sent: Wednesday, June 15, 2005 10:37 PM
To: Russo, Jim; Johansen, Dale
Subject: FW: QW-2005-0009

-----Original Message-----

From: mkraus@mennel.com
To: pscisd@psc.mo.gov; mopco@ded.mo.gov
Sent: 6/15/05 12:22 PM
Subject: Ref: QW-2005-0009

Ref: QW-2005-0009

Dear Commissioner:

Last week I received a letter from Aqua Missouri outlining their request to the MPSC for increases in their annual water and wastewater operating revenues. According to this letter, the residential water rate is scheduled to increase from \$19.95 per month to \$36.34 per month for an 82.16% increase. I do not claim to understand the workings of public utilities, but I cannot imagine how anyone could allow their business to get to the point of needing an 82.16% increase. In addition, I do not live here year-round and for 8 months out of the year I use no water, but I still get billed a minimum charge of \$14.11 each month. Is this charge scheduled to go up as well?

I understand that as costs go up one of two things or a combination of both has to happen. Rates or selling prices have to increase and/or operating expenses/material costs have to decrease. For those of us that are being told by our largest customers that they will not accept any increases, we have only one choice if we want to continue doing business and that is to drive our costs down by becoming more and more efficient.

I guess the question that has to be asked is what has Aqua Missouri done to lower their costs.

I don't think anyone would begrudge Aqua Missouri a reasonable increase and we certainly want them to continue to operate a quality system, but an 82% increase is just not acceptable.

Thank you for the opportunity to express my comments.

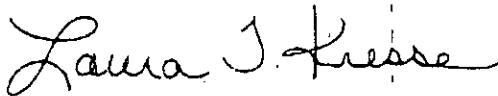
Sincerely,
Michael R. Kraus
800 Shore Drive
Fostoria, OH 44830

(400 Lake Road, Shell Knob, MO 65747)

To Whom It May Concern:

I received the notification regarding the proposed increase for water and sewer. I have real concerns at the 256.27% increase for water and 115.94% increase for wastewater. The proposed increase would raise my bill by not just a few dollars but by my calculations more than \$17 more a month. Months ago I had a leak associated with account 85030795-01 and was never notified that my water usage was increasing. I was told it was not Aqua Missouri's policy to do so. I feel this is poor customer service since most water companies contact their customer's if water usage suddenly increases. They raised my average usage of water because measurements were taken when I had a leak. I called numerous times about having the leak. When I called to inquire about the increase of my average use they stated they had no record I had called about a leak. I also feel this is poor customer service. Because of the events mentioned above I don't think such a high increase is fair considering the lack of service. While I understood it may be necessary for there to be a slight increase I think the proposed increases are unreasonable.

Sincerely,

A handwritten signature in cursive script that reads "Laura J. Kresse". The signature is written in dark ink and is positioned above the printed name.

Laura Kresse

Russo, Jim

From: a k [annathappyhaven@yahoo.com]
Sent: Sunday, June 19, 2005 1:57 PM
To: ISD - PSC
Subject: Fwd: QS-2005-0010 and QW-2005-0011 Attention: Water/Sewer Dept. and Lewis Mills

a k <annathappyhaven@yahoo.com> wrote:

Date: Sun, 19 Jun 2005 11:53:16 -0700 (PDT)
From: a k <annathappyhaven@yahoo.com>
Subject: QS-2005-0010 and QW-2005-0011 Attention: Water/Sewer Dept. and Lewis Mills
To: pscis@psc.mo.gov
CC: mopco@ded.mo.gov

Dear Sirs, (Water/Sewer Dept. and Lewis Mills)

I have received notice (QS-2005-0010 and QW-2005-0011) of proposed start-up and revenue increases by Aqua Missouri, Inc. under the Commission's small company rate increase procedure.

Currently the subdivision I live in (Golden Pond's near Holts Summit, Missouri) has a wastewater lagoon. I am, Ann Kriegshauser, residence at 10898 Mallard Court, Holts Summit, Missouri 65043. I moved into this house 1 year ago.

Here are my comments concerning the revenue increases:

1. The rate increases appear to be excessive and as far as I can see unwarranted.
2. I requested a cost/benefit ratio and any other revenue justification from Aqua Missouri, Inc. It is doubtful that I'll receive this prior to the 30-day deadline. I believe this deadline should be extended, a local public hearing held, and a second customer notice regarding the results of the OPC's investigations sent to customers.
3. It is my belief that excesses abound in Aqua Missouri, Inc. This spring I had utility companies come (March) out to show me where the underground utilities are. I wanted to plant trees now/future and I never had all my utilities underground before. I was being safe. The other utilities came out and marked the utilities with flags and/or paint. They were all finished and I knew. I had to call back to "Dig Before You Plant" to get the most crucial utility (Aqua Missouri, Inc.) to come out. I needed to know if there were wastewater pipes along my fence row. Aqua Missouri, Inc. came out in a gas-guzzling super sized Aqua Missouri pick-up truck. It didn't seem cost-effective to me and seemed un-necessary to just mark wastewater lines in my yard. The gentleman driving was nice (professional and non-threatening to a single woman) and showed me where the utilities were. He did make comment that this was his second trip to my house. This also did not seem to be cost-efficient. Why didn't he come out once in a cost-effective car, mark the sewer line on my property with paint or flags and be finished with the task?

Being a new home owner I am aware of all my investment obligations and watching my money.

Before he came out the second time I noticed that someone did a rut job on my gravel driveway. I knew it wasn't me because I never drive on the soft edges of the driveway. I noticed that Aqua Missouri, Inc. pulled the super sized pick-up into the back of my house. I'd recommend that Aqua Missouri always park on the street when marking utilities. I don't know who put that rut in my driveway although I can suspect.

4. In this time(2005), when the poverty-level income population keeps growing, the proposed revenue increases by Aqua Missouri, Inc. needs a thorough review for revenue excesses and waste full revenue spending.

5. Before the revenue increases are approved, I would request the Commission require Aqua Missouri, Inc. allow consumers and consumer groups (like at Golden Pond's subdivision) to be released from any contracts with Aqua Missouri, Inc. if they so choose. A letter notifying consumers and consumer groups should also be sent out (by Aqua Missouri Inc.) notifying consumers of this option and any actions they must take to opt out of their Aqua Missouri, Inc. contract.

Thank You for letting me make comments concerning the Aqua Missouri, Inc. revenue increase proposal.

Sincerely,

Ann Kriegshauser

mailing address: PO Box 104354, Jefferson City, Missouri 65110

Do You Yahoo!?

Tired of spam? Yahoo! Mail has the best spam protection around

<http://mail.yahoo.com>

Do You Yahoo!?

Tired of spam? Yahoo! Mail has the best spam protection around

<http://mail.yahoo.com>

Russo, Jim

From: smkroner [smkroner@earthlink.net]
Sent: Sunday, June 19, 2005 9:36 PM
To: ISD - PSC
Cc: smkroner@earthlink.net
Subject: QS-2005-0010/QW-2005-0011

To whom it my concern:

In reference to the request for a rate increase from Aqua Source Missouri. I am not aware of any improvements to their system here but, I assume they have a rate increase is probably justified. Why have they waited until a 100% plus increase is required to recover the investment in the system? What would the public do if every utility requested 100% plus increases? As a state employee who has not had a pay raise in four years any utility rate increases no mater how large or small has an impact of my family budget. If a rate increase is granted it should be staged over several years.

Although my mailing address is Jefferson City I actually live in the City of Taos and feel it is not fair for customers in Taos to pay for improvements in other cities serviced by Aqua Source.

I have had only one service related problem but it has been on going for at least five years. I have a sanitary sewer manhole in my front yard. It has had a large sink hole beside it for a long time. I have called the company many times. They have responded a couple of times and filled it with dirt. I have also filled it several times. After heavy rains the hole is back. Filling the hole does not fix the problem. There is a hole in the sewer structure creating a path for the rain water to flow washing dirt into the sewer system and from the sink hole. This has to create service problems in the sewer system and a safety hazard in my front yard. I have given up calling the company because they will not do anything about the problem. I have not called in over a year because the last time I called they did not even respond to the problem. The bad thing about this is the sewer structure does not even service my home, the homes behind my house are connected to this structure. Truthfully I would like to see the structure removed and the line connected direct the sewer main for a couple reasons. The structure has settled a couple inches below grade and the safety hazard the sink hole creates in my yard for my children and guest. I don't have the money to pay for this and feel I should not have to since my home is not serviced by the structure. I have digital pictures of this problem if anyone is interested in seeing them.

Thanks for the opportunity to voice my comments and complaint.

Respectfully,

Steven Kroner
6109 Dove Lane
Jefferson City, MO 65101

6/20/2005

June 10, 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: Aqua Missouri Request No. QS-2005-0008

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

I live in Ozark Meadows II which is within the city limits of Laurie. Other Laurie residents are provided with sewer service but we are not. We pay the same taxes that were voted on for the sewer, but we don't get any benefit from it. The city service would cost me less than \$20.00 a month. I consider this to be an unfair situation and perhaps even discrimination against certain citizens. The residents of Ozark Meadows II are seniors citizens mostly on a fixed income. Our small increases in Social Security, goes mostly for increases in Medicare. My income buying power has already been greatly reduced by inflation. How can we continue to meet all of our expenses? We simply will not be able to as all of our utilities fees are increased, and certainly not if increases are by 115%! Is it time that the high salaried decision makers of these companies give some consideration to those of us who are no longer in the high paying work force? Maybe they could stop giving themselves increases in income until their company manages to make a reasonable profit.

Mr. Russo, please look at this entire Ozark Meadows II sewer problem on our behalf, and give this your fair review of Aqua Missouri's request for rate increase. Also, considering the methods and rates used by the City of Laurie for almost all of their residents.

Thank you

Louise Kubick

Louise Kubick
100 Evergreen Ct.
Laurie, MO. 65037
374 3051

Public Service Commission
Attn. Water/Sewer Dept.

RECEIVED

JUL 05 2005

UTILITY OPERATIONS
DIVISION

In regard to QW-2005-0009

I have received a notice from Aqua/R4, Inc.
LTA Water Service Area that they are requesting
a considerable rate increase in our area.

Aqua Missouri recently purchased our former
water co., LTA Water, in March 05. They want to
raise our rate from \$14.41 per 5000 gal. to \$36.34
per 5000 gal. a 152% increase. I inquired at
Branson City Utilities what their 5000 gal. rate
was and was told that it is \$9.67.

This area is in the City of Branson now but
we have a separate well and always have been.
I would ask that you deny Aqua's request.

Sincerely,

June Kuechler
275 River Dr.

Branson, Mo. 65616

Russo, Jim

From: Labella, Joseph R [Joseph.R.Labella@dss.mo.gov]
Sent: Monday, June 13, 2005 11:28 AM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Aqua Missouri

Dear Sirs:

This is in response to the letter, undated, received on or about June 9, 2005 from Aqua Missouri. I would categorized as a Residential wastewater customer of this company and have been a customer of this company since April of 2002.

It is my understanding from the letter received that this company has not increased their rates since 1994 and now by a rate increase hope to recover increases in the companies operating expenses and return on its investments by making capital improvements since 1994.

I understand and agree that the cost of doing business and the cost of living increases each year. I am used to rate increases however not increases that more than double my monthly bill. As a consumer using this service I have no other choice but to use Aqua Missouri as there is no other company in my area which offers the same service. I don't feel that I should have to pay for capital investments that were made from 1994 to April of 2002 when I did not even use these services.

Since there are considerable facts which are unknown to me I will have to make certain assumption and propose questions accordingly. I assume there is a certain dollar figure this company is trying to recoup on their investments? At the current rate increase how long would it take to recoup these investments and would the return on their money be greater than the average consumer recoup from money markets or conservative investments? This company should not be allow to recoup more that than average consumer could recoup during the same time period.

I think customers using this company should pay on a pro-rata basis considering the number of years they have been using this service and when the capitol improvements have been made. In my area I have not seen any improvements since came a customer only in the billing process and it seems they have hired a rude customer service representative who answers the telephone.

Is this a Missouri owned company? The money and billing operation is located in Illinois? I think this should bear some consideration.

Finally, if a rate increase of 115.84% is granted as requested by this company, it should be a gradual percentage over time to attain the 115.84 %. As a state employee who has only received one pay increase in five years I don't have much sympathy for this company.

CONFIDENTIALITY STATEMENT: This electronic communication is from the Department of Social Services (DSS) and is confidential, privileged, and intended only for the use of the recipient named above. If you are not the intended recipient or agent responsible for delivering the information to the intended recipient, unauthorized disclosure, copying, distribution or use of the contents of this transmission is strictly prohibited. If you have received this transmission in error, please notify the sender and delete all copies from your system.

6/20/2005

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:

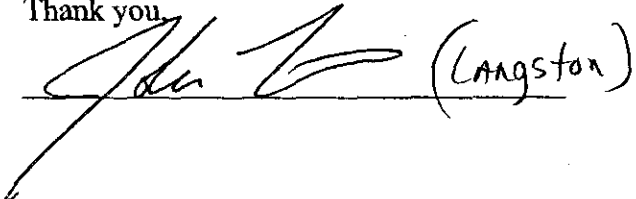
I am a resident of Lake Carmel subdivision in Cole County. Aqua Missouri provides both our water and sewer service. Aqua Missouri recently told us that on May 14, 2005 they submitted requests to raise their service rates. The raises amount to 256.27% on water and 115.84% on sewer. Both percentage and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

 (Langston)

JUL 11 2005

June 27, 2005

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

RECEIVED

JUL 11 2005

UTILITY OPERATIONS
DIVISION

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

Dear Sir or Madam:

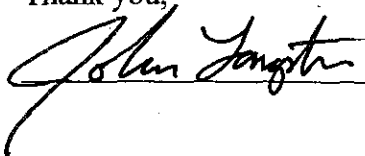
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In closing the company may be due some raise to cover cost increases. However, it needs to be more in line. Say 10-20%. Doubling and tripling service charges is excessive.

Thank you,



6/14/05

To: Public Service Commission
We live in Peach Valley
subdivision. The proposed
rate increase of 115% ^{for Affa} ^{Missouri} is
extreme! That's more
than double our monthly
bill now. I believe
there's a problem somewhere
but this kind of increase
is too extreme! Better
management is definitely in
order. Please don't allow
this kind of increase.

Sincerely,
Dolores Lauf

The Lauf Family
2800 Foxdale Dr
Jefferson City MO 65109

Richard A. Lawrence and Doris A. Lawrence
2817 Covey Lane
Jefferson City, MO 65109
Tel No. (573) 634-5016

June 13, 2005

RECEIVED
JUN 14 2005
UTILITY OPERATIONS
DIVISION

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

Re: Request No QS-2005-0010 or QW-2005-0011

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. In fact, it's quite ridiculous. We hope you will look at their request for a 115.84% increase as very extreme.

Sincerely,

Doris & Richard Lawrence

Doris & Richard Lawrence

*James Robert Lea
8610 North Shore Drive
Eugene, Missouri 65032
Telephone: (573) 496-3615*

June 29, 2005

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

Dear Sir or Madam:

This letter is in reference to the request (QS-2005-0010 or QW-2005-001) of AquaMissouri: P.O. Box 7017; Jefferson City, Missouri, 65102; 5402 Business Highway 50 West; Suite 3, to increase the water and sewer rates at Lake Carmel Estates located in rural Cole County, Missouri.

AquaMissouri's recent letter indicates they have proposed an increase of 256.27% for residential water and a 115.84% increase in residential wastewater based upon usage of 5,000 gallon of water/month. Using AquaMissouri's information I have averaged my costs for their service over the past year and calculated what the increase means to me. The following are those calculations:

Water Rates

Current Average Monthly Rate	\$11.72/month
Proposed Increase Percentage	256.27%
Proposed Monthly Bill	\$41.76/month
Proposed Increase	\$30.04/month

Sewer Rates

Current Monthly Rate	\$22.53/month
Proposed Increase Percentage	115.84%
Proposed Monthly Bill	\$48.63/month
Proposed Increase	\$26.10/month

The total proposed increase in water and sewer rates amounts to \$56.14/month which would make my total average water and sewer bill approximately \$90.39 almost tripling my current monthly rates. I find this type of increase excessive and very disturbing. These rates do not take into consideration the monthly \$2.95 Customer Service Charge currently imposed and any increases in services charges or connection fees they may be requesting.

AquaMissouri's letter states that the company has not had a rate increase since 1994. AquaMissouri has not owned the Lake Carmel Water System since 1994. In fact, Capitol Utilities purchased the current system in February 1998 and was granted a rate increase at that

Public Service Commission

June 29, 2005

Page 2

time. The business name has been changed twice since 1998. The letter also states that AquaMissouri has requested a proposed change in the design of customer rates whereby all customers, regardless of their service area location would pay the same rates for services received. I would like to know what other locations are serviced by AquaMissouri and the rates they are charged.

Reading into the letter makes me wonder if the company intends to use these increases to charge existing customers in order to expand the capacity of the existing system and satisfy the wants of the developer. I have been told by an AquaMissouri employee that the Lake Carmel systems are at capacity with the number of households presently in the subdivision. There has been an ongoing dispute between the developer and AquaMissouri over who has to pay for the expansion of the systems. It is not the fault of the existing customers that the systems were not designed for the number of houses the developer would like to build.

AquaMissouri has not made many friends in this subdivision. Promises made to upgrade the existing system were slow in coming and only when the Department of Natural Resources Public Drinking Water Program stepped in did they occur. I have no doubt the cost of maintenance has risen over the past few years; however, I don't believe those costs justify nearly tripling the bills of existing customers. I also don't believe we should bear the costs of upgrades that were already required by the Public Drinking Water Rules and that should have taken place years ago. AquaMissouri should be questioned about their motives for requesting such an exorbitant increase.

Thank you for the opportunity to comment on this proposal. If you have any questions, please feel free to contact me.

Sincerely,



James R. Lea

C: Mr. Lewis Mills, Office of the Public Counsel

Lehman Acres Subdivision
Contact Person: Shanon Hawk
5610 Horseshoe Drive
Jefferson City, MO 65109

RECEIVED
JUL 05 2005

June 28, 2005

UTILITY OPERATIONS
DIVISION

Public Service Commission
ATTN: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102-0360

Re: Aqua Missouri Notice of Rate Increase

Dear Sir or Madam:

We, the undersigned members of the Lehman Acres Subdivision (LAS), together with our elected officials, strongly urge the Public Service Commission (PSC) to disapprove the nearly 116% rate increase requested by Aqua Missouri for the continued maintenance of our sewer system. On June 7, 2005, we (LAS) received from Aqua Missouri letters notifying us of the company's request of the PSC for this outrageous rate increase.

In the late 1950's, our subdivision was established and in over 20 years approximately 18 homes were built. In this subdivision, a sewer system was built and laid out by the contractors. From 1959 to 1991, the care of the sewer system and lagoon was assumed by the men and women of this small neighborhood. Every household paid \$5 per month toward the upkeep and we always had a surplus of money. The sewer system worked more efficiently than other systems taken care of by city or county governments.

In 1991, the PSC granted Helms Environmental Services the right (against our will) to run our sewer system. They immediately raised our monthly bill to \$17.20 per month. Since that time, the lagoon has passed from Helms to Capital Utilities and now it is maintained by Aqua Missouri (f/k/a Aqua Source). No one has ever paid us anything for the construction we did on this system, which is still the same system to date. It was our understanding that if Helms did not maintain control of the lagoon that it would revert back to us. We also suspect that Helms ultimately sold the system, and may have received financial compensation for this sale. We are interested to know how someone else could sell control of our system, but we were never compensated when it was originally taken from us.

In 1996, Aqua Missouri again raised our monthly charges to \$22.53 per home pursuant to PSC approval. Now they are again seeking an increase, but this time it is

nearly 116% per home, per month. Why would they need such a significant increase? We are hereby requesting a hearing of the PSC on this rate increase. In addition, we will be seeking the following information: (1) information about the transfer of the lagoon from Helms Environmental Services to Capital Utilities; (2) an itemized accounting of the work performed and expenses incurred by Aqua Missouri and/or Capital Utilities since the time that the maintenance of the lagoon was taken from LAS; and (3) a detailed explanation from Aqua Missouri of what circumstances could possibly merit a nearly 116% increase in our monthly sewer rates.

We have drafted a worksheet that estimates the cost of maintaining our sewer system based on the time and expenses LAS paid to maintain the sewer system each year. A copy has been attached for your review.

We respectfully request that you consider our objection to this rate increase, grant a hearing, and assist us in obtaining the information from Aqua Missouri that we have outlined above. We look forward to hearing from you.

Respectfully Submitted,

Lehman Acres Subdivision
& Political Representatives
(signature pages attached)

Cc: Office of Public Counsel
Jeff Davis, Chairman, PSC
Senator Carl Vogel
Representative Mark Bruns

Enclosures

Interested parties of Lehman Acres Subdivision who oppose Aqua Missouri's proposed rate increase:

Pat Mergen
Signature

Pat Mergen
Printed Name

Robert J Mergen
Signature

Robert Mergen
Printed Name

Andrea V. Koetting
Signature

ANDREA KOETTING
Printed Name

Mitch Koetting
Signature

MITCH KOETTING
Printed Name

Mary Rademan
Signature

Mary Rademan
Printed Name

Bernard J Rademan
Signature

Bernard Rademan
Printed Name

Josephine A Radmacher
Signature

Josephine A Radmacher
Printed Name

James H. Linhardt
Signature

JAMES H. Linhardt
Printed Name

Alvin Boehmer
Signature

Alvin Boehmer
Printed Name

Janet K. Smyer
Signature

Janet K. Smyer
Printed Name

Paul L. Smyer
Signature

Paul L. Smyer
Printed Name

Robert E Meyer
Signature

Robert E Meyer
Printed Name

Leann M. Meyer
Signature

Leann Meyer
Printed Name

Marvin P. Berendzen
Signature

MARVIN P. BERENDZEN
Printed Name

Theo J. Radmacher
Signature

THEO J. RADMACHER
Printed Name

Gerald W. Jeffries
Signature

Gerald W. Jeffries
Printed Name

Stella G. Jeffries
Signature

Stella G. Jeffries
Printed Name

Irmine Jurgensmeyer
Signature

IRMINE JURGENSMeyer
Printed Name

Helen Busch
Signature

Helen Busch
Printed Name

Dale Duncan
Signature

DALE DUNCAN
Printed Name

Sharon Duncan
Signature

Sharon Duncan
Printed Name

Shirley P. Laux
Signature

Shirley P. Laux
Printed Name

Lawson C. Smith
Barry Smith P.O.A
Signature

LAWSON C. SMITH

Printed Name

Rose M. Pharris
Signature

Rose M. Pharris

Printed Name

Mary A. Nelson
Signature

MARY A. NELSON

Printed Name

Mark Bruns by JB
Signature

Mark Bruns - 113th

Printed Name

Sharon M. Hawk
Signature

Sharon M. Hawk

Printed Name

Signature

Printed Name

Signature

Printed Name

Signature

Printed Name

Signature

Printed Name

Signature

Printed Name

Signature

Printed Name

Lehman Acres Subdivision
Worksheet of Estimated Expenses to Maintain Lagoon

Charges to Residents:

18 households x \$22.53 (monthly charge) = \$405.54 (per month)

\$405.54 x 12 months = \$4,866.48 (per year)

Service Provided by Aqua Missouri:

Chemicals for treatment of the lagoon once per month: \$50.00

Labor for employee: \$20.00/hour

\$50.00 x 12 months = \$600.00

\$20.00 x 12 months = \$240.00

Total: \$840.00

Labor for Weed-eating and Mowing:

\$20.00/hour x 18 times per year = \$ 360.00

+ \$ 840.00

Annual maintenance cost: \$1,200.00

Annual cost paid by residents: \$4,866.48

Actual annual maintenance cost: -\$1,200.00

Surplus collected by Aqua MO: \$3,666.48

6-9-05

QW-2005-0009

Dear Sirs,

In response to the proposed rate increase from Aqua-Ru.

I've lived in the White Branch service area over eleven years. In this time there have been several owners and corporate name changes controlling our service. There's always been a bad reputation about our water. And after several instances one would have to question our "service" and water quality.

Recently a water leak was repaired that had been leaking for over a year. And to see visible particles floating in your drinking glass certainly is cause for concern.

To raise our rates 153% is ludicrous. I sincerely hope you deny this request.

Respectfully,

Robin Lessley

RECEIVED

JUN 14 2005

UTILITY OPERATIONS
DIVISION

FILE COPY

June 9, 2005

To: Office of the Public
Counsel
From: Nola P. Lewellen
Customer, Maple-
wood Service Area

I am outraged
and cannot believe
such a rate increase
(256.27 %) for our res-
idential water supply.
Who figures these
things out? I have
talked with my neigh-
bors, & they feel as
I do - this is too
much of an increase!

Nola P. Lewellen
155 Lyncamore Ln.
Sedalia, Mo 65301-
9009

JUN 13 2005

FILE COPY

Harrison, Kathy

From: SLewers@aol.com
Sent: Tuesday, June 07, 2005 12:27 PM
To: pscid@psc.mo.gov
Cc: mopco@ded.mo.gov
Subject: Rate increase by Aqua Missouri

I received a letter from Aqua Missouri informing me that I would be receiving a rate increase in the near future. I have no way to determine my increase but the rate increase of the example given would be 160 percent. This seems exorbitant to me. I have not had a 160 percent increase in income for the period since their last increase. They also state that this will bring rates for all customers, regardless of location, into line. I suspect this means all customers will pay the highest rate. This does not seem fair to me. I do not know if I pay a low or high rate but it seems fair to me that if some customers can be provided services cheaper than others that they should be charged less. I would appreciate your protecting the customers interests in this matter.

Thank you, Sam Lewers

6/7/2005

June 8, 2005

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

RECEIVED
JUN 13 2005
UTILITY OPERATIONS
DIVISION

Dear Sirs:

I am opposed to the almost 61% increase in charges for water service! My, that would be wonderful to get such a raise in our jobs!

Updates that were supposed to have been made to our area when Jim Bruten owned the system and sold it, have not been done according to the court order. There is not supposed to be any dead end lines and the water system dead ends right into our home. We get everybody's sludge probably because the water lines are crossing lateral lines. Our water is unfit to drink!

I have had many people in the Dept. of Natural Resources look into our water problems including Ben Pendalum, head of DNR water in Jefferson City. At the time Ben said he knew we had a problem, but for some strange reason the tests always came back OK. Could it be that Big Businesses don't want the word out? When Gwen Hubble was Sanitarium of Christian County, she was told by her government leaders to keep her nose out of Spring Valley water. Well, this water still has a problem and it needs to be fixed!

When I married my new wife in September 2000, she refused to drink the water as it smelled like sewer, as well as tasted awful. She insisted we put in a water system so she could use the water. We put a water system in that has a UV light to kill bacteria in the water, along with two filters, one a sedimentary filter and one a carbon filter. The system costs around \$2,200, of which I certainly should not have had to put in had the water been acceptable to drink. The sedimentary filter is visible through the container and becomes red in color within the first 24 hours changed. No telling what all is getting through these filters to our bodies. My wife also bought a pitcher that has a carbon filter in it and that sits on the counter. All drinking water goes through this also prior to use. She drinks a lot of water on a daily basis, and has become sick at times from what I believe is the water in the house. Even though we have all these filters, sometimes the water still comes through with such stink you could get sick.

No, I do not believe they should increase the costs of water by almost 61% until they get the water fit for human consumption!

Sincerely,

Mr. and Mrs. David R. Long

David R. Long
Rebecca Jo Long
P.O. Box 1413
Ozark, MO 65721
Spring Valley Estates

Cc: Aqua Missouri
P.O. Box 7017
Jefferson City, MO 65102

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

June 9, 2005

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

RECEIVED

JUN 13 2005

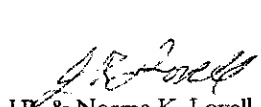
UTILITY OPERATIONS
DIVISION

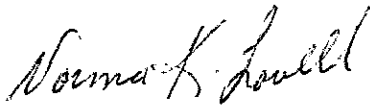
Dear Sir or Madam:

In regard to Aqua Development Inc.-Ozark Meadows II Service area, (Wastewater Only) notice.

On June 7, 2005 we received a notice stating a rate increase of 115.84%. WOW! You may not know about the people living in Ozark Meadows but we are all on a fixed income. This kind of increase is unbelievable. We simply can not afford sewer service costing \$75.54 a month. The present \$35.00. A month is well above the city sewer service charge. You must reconsider this ridiculous proposed monthly rate. \$75.54 is unacceptable.

Sincerely,


J.R. & Norma K. Lovell
105 Oak Wood Ct.
Gravois Mills, Mo. 65037



Russo, Jim

From: Peter & Linda Luckcuck [peterlin@iland.net]
Sent: Tuesday, June 07, 2005 6:01 PM
To: ISD - PSC
Cc: mopco@ded.mo.gov
Subject: Aqua Missouri

Reference- OS-2005-0010 and OW-2005-0011

I am writing in response to the request submitted by Aqua Missouri, Inc. for massive increases in their charges for water and for wastewater treatment in the Maplewood Service Area.

I have been a resident in the area for almost three years, and, if there has been no change in the rates since 1994, it seems reasonable that some increase may well be justified.

However, an increase of 178 percent for the quoted average residential customer is beyond comprehension. Also, the idea of a single uniform rate for all residential customers in the area is badly flawed. I believe that one of the benefits to the utility owners of the flat rate is that it avoids the need for monthly reading of the meters. Considerable savings could be made if they follow the procedure of other utilities and read the meter every third month and use estimated readings, based upon prior experience, for the other two months.

If all properties in the area were similar, there could be an argument for such a plan. But, the area includes Brooking Park Village, a retirement community of small one and two-bedroom condominiums, where there are, by covenant, no children and in fact there are currently about 24 units occupied by a couple and about 45 units occupied by a single, elderly, resident.

Many of these residents are dependent upon Social Security for their income. From 1994 to 2005, this income increased by about 20 percent, just about one ninth of the rate of increase asked for by Aqua Missouri.

In contrast, the rest of the area predominantly consists of single family residences, larger in area and occupied, in many cases, by families with several children.

We believe that this request needs revision and would urge that a hearing be held before any increase is granted.

Please let us know that you have received our comments, by mail, phone or e-mail and also please keep us informed of any further developments.


Peter and Linda Luckcuck, 182 Brooking Park Avenue, Sedalia, MO 65301 Telephone (660) 829-2747
E-mail peterlin@iland.net

6/20/2005

June 14, 2005

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

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

FROM: Ken Lueckenotte 
2909 Foxdale (Quail Valley)
Jefferson City, MO 65109

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

I recently received a notice of a requested rate increase by Aqua Missouri. They state their last rate increase was in 1994 however I have only been a customer since approximately 1997. A 115% increase, over 10% per year, in my opinion is excessive. The cost of living during that period is only a fraction of that.

Even the current rate of \$22.53 per month for treatment of wastewater only seems excessive. The proposed rate would be nearly \$600 per year and we are still required to maintain septic tanks and have them pumped periodically.

Each property owner in Quail Valley contributed \$2000 toward the cost of the system. It's my understanding that the entire system was constructed and then given to Aqua Missouri (or their predecessor), therefore the monthly fee is only to maintain the system and not for the construction of the system.

I and other residents of the subdivision would greatly appreciate your careful review of Aqua Missouri's request.

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): *BERNARD & ROCHELLE LUTKEMEYER*
Address: *213 PALWITINNE WAYE*
JEFFERSON CITY, MO 65101
Phone Number: *573-893-7812*

FILE COPY

Thank you.



JUN 17 2005

June 29, 2005

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

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

Dear Madam or Sir:

This letter is to let you know of my deep concern of the requested rate increase proposed by Aqua Missouri, Inc.

It is my belief that a retirement community such as the one I live in (Brooking Park Retirement Village) should not be rated at 5,000 gallons of water usage per month, the same as a residential community such as Maplewood, our neighbor. Most residents here in Brooking Park, would not use more than 1,000 gallons per month. In addition to that, the percentage increase being requested seems way out of proportion. I do realize increases are necessary from time to time, but surely not at the percentages requested.

Please review this carefully before approving this large increase in rates.

Sincerely,

Marie Mabbott
180 Brooking Park Ave.
Sedalia, Mo. 65301

Marie Mabbott
Resident

RECEIVED

JUL 05 2005

UTILITY OPERATIONS
DIVISION

Russo, Jim

From: Cynthia Magruder [cynthia@w-ils.org]
Sent: Tuesday, July 05, 2005 9:44 AM
To: ISD - PSC
Subject: Concerning Aqua Missouri's Request for Rate Increase Maplewood Service Area

Attention: Water/Sewer Dept.:

I am writing to express my concern regarding the rate increase Aqua Missouri has requested for the Maplewood Service area near Sedalia, MO. It seems to me to be an excessive and extreme increase request. I have contacted the local city water department and the rates for the city are very similar to the current rates that Aqua Missouri is already charging at \$13.50 for 5,000 gallons residential water and \$12.20 for residential wastewater based on the average of 5,000 gallons/month used.

I am not thoroughly opposed to a small rate increase; however, I believe that the requested 256.27% and 115.94% respective increase is excessive and could jeopardize the community's vitality and growth as people looking to purchase homes may avoid doing so based on water rates that appear to be 3 times the area average.

Your consideration on this matter is greatly appreciated.

Sincerely,

Cynthia Magruder
5903 Blue Jay Blvd.
Sedalia, MO 65301
660-827-6229

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW.

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7/8/2005

Request #QW-2005-0009

June 12, 2005

Lawrence E. Mahoney
HC64 Box 2109B
Shell Knob, MO 65747

RECEIVED
JUN 14 2005
UTILITY OPERATIONS
DIVISION

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

Attn: Water/Sewer Dept.

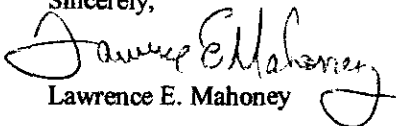
I am writing to protest Aqua Missouri, Inc. seeking a permanent increase of 82.16% in its current water rates in Southwest Missouri. The water system that we are on was purchased by Riverside Utilities, then by Aqua Source, and sometime later by Aqua Missouri, Inc. They state that the Company's current rates have been in effect since 1994--not true because these transactions have happened since we moved to Southwest Missouri in 1999. I can not believe they did not do their homework about revenues, expenses, and cash flow that would a few years later require this unbelievable increase in rates.

The area we live in has metered water and we pay by usage and that is okay. If I elect to use water for whatever reason including watering my lawn I understand why my water bills will be over \$100.00 in a dry month. At the same time we have many areas around us that pay as low as \$75.00 a year for water and their water is not metered. If the area we live in is to continue to grow the utility rates must be competitive with other areas around Table Rock Lake. I also believe that this kind of rate increase could potentially have an affect on the value of property because of the high cost of water service.

The Company says they want uniform rates, but I believe a vast difference exists in costs between city, urban, and rural operations. The rates should not be uniform but associated with each and every cost center the Company operates. Almost all of us living here are retired and many are living on fixed income. It is not fair to ask for an 82.16% increase in rates when many of Aqua Missouri, Inc. customers are on fixed incomes. With the way everything seems to be going our money simply has less purchasing power.

If you wish additional information from me about my concerns, please contact me by mail or call me at 417-858-9506. Thank you in advance for your consideration.

Sincerely,


Lawrence E. Mahoney

Russo, Jim

From: Geri Malicki [gerimal@mo-net.com]
Sent: Saturday, June 11, 2005 10:00 AM
To: ISD - PSC
Subject: qw-2005-0009

This is in reference to request number QW-2005-0009

As a 12 year resident of Shell Knob MO living in Lakewood Manor I protest the rate request asked for by Aqua Missouri. They bought the well only two years ago for our sub division and promised then that our rates would remain the same and service would be maintained at the level we were accustomed to by the previous owner.

Most of us living in this area are seniors on fixed incomes and can not afford the rate increase they are requesting of 131%. I am sure most would not object to a small increase to keep up with costs but the increase they are asking for will more then double everyone's water bill.

Since we have NO other option for water they would in essence be holding us hostage, either pay their prices or go without water!! Please take all this into consideration before granting Aqua Missouri any rate increases.

Thank You

Mr. & Mrs. Thomas E. Malicki

HCR-1 Box 4023

Shell Knob MO 65747

1-417-858-3871

gerimal@mo-net.com

Russo, Jim

From: T & J Marine [tjmarine@centurytel.net]

Sent: Friday, June 10, 2005 10:21 AM

To: ISD - PSC

Subject: Water Rate Increase

I think a 82% increase is absolutely unheard of. I can see a little increase to make up for some things but 82% come on!!

6/20/2005

Russo, Jim

From: The Markers [markerks@mo-net.com]
Sent: Thursday, June 09, 2005 7:14 PM
To: ISD - PSC
Subject: QW-2005-0009 Public Service Commission Attn: Water/Sewer Dept.

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

RE: QW-2005-0009

Comments regarding the Aqua Missouri's rate increase request:

Although I fully understand the need for a rate increase I do not understand the need to raise rates by 82%. This is a increase that is far and above anything reasonable. If all utilities were to raise rates by 82% all would be in the cold, dark and waterless homes. We simply could not and can not afford to sustain such an unreasonable request.

I am further amazed that this company would request that all customers would pay the same rates for the services received.

Shell Knob is an un-incorporated community that is largely made up of retirees on limited incomes and lower income families who are even now having difficulty paying their utility bills. I sincerely believe this rate increase would place a great hardship for those who live in this area.

We as a community do not have a sewer system. All homeowners have septic tanks. In a regular city/township customers pay a sewer charge along with their water usage charge and both are billed together. We here all have septic tanks therefore we have no sewer system to support but if the company has it's way, we will pay the same as customers who do have sewer systems.

I am asking the commission to consider the hardship this rate will place on our community and to grant a more reasonable rate increase.

Sincerely,

Mike and Helen Marker
214 Primrose St.
Shell Knob, MO. 65747
417-858-2480
markerks@mo-net.com

6/20/2005

June 30, 2005

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

RECEIVED
JUL 05 2005
UTILITY OPERATIONS
DIVISION

Re: Aqua/RU, Inc. -- Ozark Mountain Service Area
Rate increase request # QW-2005-0009

Dear Mr. Mills:

On June 8, 2005, I received an undated notification of a rate increase request #QW-2005-0009 from Aqua/RU, Inc., doing business as Aqua Missouri, Inc. (Company). The envelope was postmarked June 6, 2005. The notification was unsigned.

The notification states the Company submitted their rate increase request for increases in its annual water and wastewater operating revenues to the Missouri Public Service Commission (Commission) on May 14, 2005. The Company further advised the current rates have been in effect since 1994.

There is a letter in my file from Riverside Utility Company, dated March 17, 1999, announcing they had bought Ozark Mountain Water Company from Jimmie M. Norman of Shell Knob. A subsequent letter in my file from "AquaSource", dated December 6, 1999 states AquaSource bought Riverside Utility in February 1999. The March and February dates are in conflict, but that is what the letters indicate. The enclosed document entitled "Schedule Of Rates" would imply to me Jim Norman's Ozark Mountain Water Company (subsequently Aqua/RU) received a rate increase June 20, 1996—not 1994.

The rate increase request of the Company is so generic, it has little information value for a residential customer. For example, why doesn't their letter show current and proposed changes in their service charges and connection fees?

What changes to the Company's general business practices, customer service practices and tariff provisions might occur?

Why would all the proposed rates be the same for all customers, regardless of the location of their service area? Wouldn't labor and material costs vary by location?

What and where were the "significant capital improvements" referred too? Should the folks in Shell Knob (Barry County) be financially responsible for capital improvements by the Company in Kankakee, Illinois or Atlanta, Georgia?

There is a notice in my file from Aqua Source, postmarked September 7, 2002 stating we would be receiving newly formatted bills. Wow! The Company hired a new billing

Page 2

service, Severn Trent—Avatar Utility Services, Inc. What in the world do I – as a senior residential retiree—need a graph for—charting my last twelve months – by the month—showing water usage—in comparison to the current month? Fire Avatar Utility and send me a postcard showing how many gallons I used and what I owe! Incidentally, the postmark on my monthly water bill is Norfolk, Virginia and I send the check to Danville, Illinois. I would not be surprised if the computer work is outsourced to another country.

I don't have a clue who owns Aqua Source. I asked for a copy of their "rules and regulations" on 3-31-99 when the water company was still owned by Riverside and again on 3-25-04 from Aqua Missouri. Oh yes—I received a letter from PSC (Philadelphia Suburban Corporation) dated August 6, 2003—the largest U.S. based investor-owned water utility stating they bought our water system which was formerly part of Aqua Source.

Please keep in mind, all I want to do is purchase several thousand gallons of water a month at a reasonable price. I'm not interested in funding capital investments in some other state or buying PSC stock via the "WTR" ticker symbol on the NYSE.

The majority of the people in the Shell Knob area are either retirees, like myself—on fixed incomes—or blue collar workers enjoying the luxuries of minimum wages. Please tell the Company for me and my household –if someone guarantees me an 82.16% increase in my operating revenues, I'll be able to meet my current operating expenses and provide an adequate return on my investments!

The Company references one size rate fits all approach –does that include residential and commercial ?

The Company also mentions requested increases in its annual water and wastewater revenues—surely they are not looking for those of us on septic systems to finance sewer systems in metro areas?

Aqua/RU's 82.16% rate increase request is ludicrous!

Sincerely,



G.A. Martensen
HCR 64, Box 2109-A
Shell, Knob, Mo 65747

Enclosure ✓

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

P.S.C. MO. No. 2 (Original) SHEET No. 11
(Revised)
Cancelling P.S.C. MO. No. All Previous Tariffs (Original) SHEET No.
(Revised)

Ozark Mountain Water Company
Name of Issuing Corporation

For Unincorporated Area in
Community, Town or City
Stone and Barry County, Missouri

Rules and Regulations Governing
Rendering of Water Service

RECEIVED

MAY 17 1996

MISSOURI
Public Service Commission

SCHEDULE OF RATES

Availability:

Service will be provided to any customer adjacent to the Company's water distribution mains using standard water service, except those customers using water for cooling, condensing, and /or conditioning purposes, subject to provisions of this tariff.

Price Schedule

Monthly Minimum:	Meter Size	Monthly Rate
Includes 3,000 gallons	5/8 inch	\$ 14.11
	1 inch	\$ 16.84
	2 inch	\$ 26.86

Water Usage Charge:

All usage over 3,000 gallons \$ 2.92 per 1,000 gallons

*All read on the 1000 amount on the meter
White no. on the meter*

Taxes: Any applicable taxes shall be added as a separate item to the service billing.

FILED

JUN 20 1996

* Indicates new rate or text
+ Indicates change

MO. PUBLIC SERVICE COMM

DATE OF ISSUE MAY 20 1996 DATE EFFECTIVE JUNE 20 1996
month day year month day year
ISSUED BY JIMMIE M. NORMAN President, P. O. Box 36, Shell Knob, MO 65747
name of officer title address

672 Foggy River Rd.
Hollister, Mo. 65672

June 15, 2005

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

RECEIVED

JUN 21 2005

UTILITY OPERATIONS
DIVISION

Re: QW-23005-0009

To Whom It May Concern:

It is of great concern to my husband and myself that Aqua Missouri, Inc. has made a request for a change in its rate for water usage. As it now stands with a rate of \$22.29 for the first five thousand gallons, that rate is more than double what the current rate is for the city of Branson or Hollister. It is still more than what the rate is for the city of Forsyth and that community voted a rate increase in a citywide election last year. Please see the rates listed below which I got from each of the cities listed this past week.

Branson: \$4.24 first 2000 gal.
\$1.55 per each additional 1000 gal.

Hollister: \$5.54 first 1000 gal.
\$1.72 per each additional 1000 gal.


Forsyth: \$9.97 first 1000 gal.
\$2.72 per each additional 1000 gal.

Additionally, this company does not list what it intends to charge for additional one thousand gallons, but based on current billing, it appears to be almost \$4.00 per thousand gallons.

Until 2003, this company, Aqua Missouri serviced this area with one well, which, as I understood from the Dept. of Natural Resources was not according to the state law. The company was and is required to have a back up well, which they now have. However, I do not feel that it is at all equitable to ask the people who live in this area and are dependent on this company to provide them with one of life's vital necessities, to compensate the company instantaneously. I have never heard of a utility getting a 63% increase, which is what they are requesting with no mention made of what the rate will be for additional 1000 gallons.

We feel that the requested rate hike is prohibitive and while we understand that this private company has had to make a considerable investment with the additional well, we do not feel that the residents of the Riverview Estate Service Area should have to pay the requested sixty three percent rate increase.

Sincerely,


Karen B. Mauger
George L. Mauger Jr.

CC: Office of the Public Counsel, Attn: Lewis Mills

Russo, Jim

From: Charlie McConnell [Charlie.McConnell@fcsmo.com]

Sent: Friday, June 10, 2005 8:12 AM

To: ISD - PSC

Subject: ATTN: Water/Sewer Dept.

I am a resident of 4903 Sunrise Drive in Jefferson City, Mo. We live about 4 blocks from the city limit sign of Taos. Recently in the mail we received a plan to increase our sewer treatment bill by 115%.

I feel this is outrageous to charge home owners an increase of this nature and for what basis? I was told there might be several ways to defend; obviously one being an email.

Please use this email as a statement of my concern and disapproval.

Thanks for you considerations.

Charlie McConnell.

6/20/2005

June 10, 2005

Dear Public Service Commission:

I live in the Quail Valley Lake Subdivision. I am a single mother of three teenagers. Due to health issues, I am unable to work and we live on a very tight fixed income. After reviewing the rate increase request from Aqua Missouri, I think it is totally unfair. I do hope you will look at their request for a 115.84% increase as very extreme.

Carolyn McCurley
2850 Foxdale Dr.
J.C., MO 65109

RECEIVED

JUN 13 2005

UTILITY OPERATIONS
DIVISION

Russo, Jim

From: Scheible, Jerry
Sent: Monday, June 27, 2005 11:07 AM
To: Russo, Jim
Subject: Aqua/MO complaint

I called Robin McKee per Jim Russo's instruction.
Phone: (660) 826-7919
2809 Westlake Drive
Sedalia, MO 65301
Maplewood service area

Customer has had sewage backed up into their basement twice over the past 6 years. Neighbor has experienced similar problems, though the house recently changed owners.

When back-ups occur, it takes up to 8 hours before a contracted sewer service company arrives to clear the line so damage can be significant.

I will follow up with a site visit to investigate further.

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

Russo, Jim

From: JMead92389@aol.com
Sent: Tuesday, June 07, 2005 7:30 PM
To: ISD - PSC
Subject: Rate increase request for Aqua Missouri

Reference request #QS-2005-0010 and QW-2005-0011. I am vehemently opposed to a 115.84% increase in the rates charged by Aqua Missouri. This increase is absolutely unreasonable. The cost of living in the state of Missouri has not increased 116% since 1994. In fact the economy has remained relatively flat for the past five (5) years as evidenced by state revenues as just one example. If a reasonable rate increased is proposed, I would not be against it. As representatives of the taxpayers of the State of Missouri it is your duty to ensure that fair and equitable solutions are reached and not just rubber stamping thievery.

James R. Mead
(573) 230-2974

6/20/2005

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

Phone: 800-392-4211
Fax: 573-751-1847
E-Mail: pscisd@psc.mo.gov

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): Wm. + Donna Melcher
Address: 411 Highland Waye MO 65101
Jefferson City
Phone Number: 573/635-9353

Thank you.

Donna R Melcher

Russo, Jim

From: PKMergen@dstsystems.com
Sent: Monday, June 20, 2005 3:32 PM
To: ISD - PSC; mopco@ded.mo.gov
Subject: Aqua Missouri Rate Increase Request QS-2005-0010 and QW-2005-0011

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

ATTN: Water/Sewer Dept
Lewis Mills

I received a letter earlier this month from AQUA Missouri indicating they have filed for a rate increase for my service area. It stated I had 30 days to send my comments. Since there was no date on the letter, I hope I am still within the 30 days. I would like to share my thoughts and concerns about this proposed rate increase. I currently receive residential wastewater services from the company.

In the letter I received, it stated that "...all customers, regardless of their service area location, would pay the same rates for the services received." However, at the end of the letter where the new rates are detailed, the rates are not the same for everyone. For some reason, mobile home wastewater and residential wastewater are two different rates. Isn't a mobile home a residential facility? Why should there be a difference between these two types of residences?

The letter goes on to say that the increase is necessary to recover costs for general operating expenses and capital improvements made since 1994. I would like to know why I need to pay for someone else's capital improvements. The only improvement they have made in our subdivision is to replace the fence around the lagoon. I think the residents would have been willing to pay for the cost of the fence to avoid this huge rate increase. Did they really make major improvements elsewhere or are they telling us that hoping we assume improvements have been made to other facilities? I would like to see a list of these capital improvements made since 1994.

When Helm's Environmental Services took over the system in the early 1990's, they indicated that it would be necessary to clean out the lagoon or perhaps even create a new treatment facility in the near future due to changes in federal guidelines. The residents at that time decided that perhaps it was time to let someone else manage the system and the new requirements. Well, we still have the same system we had in 1990. Apparently, this system meets federal guidelines as it exists. When Helm's acquired the system, it was already set up and functioning quite well. At that time, the residents paid a monthly fee of about \$5.00 to help maintain the lagoon. That fee covered all costs involved with money left over. The company did not pay the residents anything for acquiring the system. We signed a deed or easement (I don't recall which it was) and the company paid the filing fees. That was their only expense for taking over our lagoon.

Over the years, the system has passed from one company to another beginning with Helm's Environmental Services and currently serviced by Aqua Missouri. I hope you thorough look at the company's annual report (if one exists) and review their expenditures closely. Is the reason they are requesting such a huge increase due to mismanagement of resources and supplies? Are the executives of the company being over-compensated compared to similar positions in other private companies? Are they making unnecessary capital improvements to try to justify the huge increases? Are they inflating the costs of these improvements? I've been told that Aqua Missouri currently makes a profit of over \$3600 yearly on our lagoon. If this requested increase is granted, that amount will rise to over \$9300 yearly. That is a significant profit for what services they perform for our subdivision.

While I realize costs have increased during the past 11 years since the last increase, I question why they are now requiring a 115.84% increase to cover their costs. I think this is a HUGE increase to implement at one time. My subdivision consists of 18 homes. Many of the residents of my neighborhood are elderly, retired individuals living on fixed incomes or single parent households and this large of an increase will certainly be a burden for these homeowners.

Is there another company that serves our area that could be contacted to bid on the service? How do I find another service provider? Perhaps a competitor would have better rates. I urge you to consider the amount of the increase, the customer base and the amount of revenue this increase will provide. If you feel an increase is still warranted, perhaps a significantly lesser amount could be approved.

Thank you for your assistance in this case. We need your help to prevent this rate increase.

Pat Mergen
5809 Horseshoe Dr.
Jefferson City, MO 65109
573-632-1079

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Russo, Jim

From: Floyd Meyer [fmeyer777@centurytel.net]

Sent: Friday, July 01, 2005 8:41 PM

To: ISD - PSC

Subject: QW-2005-0009

An increase of 152% is awful and should be looked at a little closer with the customer in mind.

Floyd Meyer

280 MacBeth

Branson, Missouri
65616

7/6/2005

RECEIVED

JUN 15 2005

UTILITY OPERATIONS
DIVISION

QUAIL VALLEY RESIDENTS

This week you received a letter from Aqua Missouri about a request for a rate increase.

In case you did not read it, they are requesting a rate increase from \$22.53 per month to 48.63 per month. We all need to either call or write a letter NOW to express our views about the company's rate increase request. If we do nothing they may very well get this 115.84% increase. Below is a simple letter you can sign and mail to both addresses below if you do not wish to write your own. Please take the time to mail or call.

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.

2829 FOXDALE
J C M - 65109
(573) 635 6499

A. D. Mayhew

QUAIL VALLEY RESIDENTS

This week you received a letter from Aqua Missouri about a request for a rate increase. In case you did not read it, they are requesting a rate increase from \$22.53 per month to 48.63 per month. We all need to either call or write a letter NOW to express our views about the company's rate increase request. If we do nothing they may very well get this 115.84% increase. Below is a simple letter you can sign and mail to both addresses below if you do not wish to write your own. Please take the time to mail or call.

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.

A-MEYSAMI- 2910 CATABERR RD JC MO 65109

(573) 873-2380

A. Meysami

Dear Office of The Public Counsel:

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.

A-1

RECEIVED

JUN 14 2005

UTILITY OPERATIONS
DIVISION

Please sign both letters include your address and phone number and mail TODAY to: They must be received by June 24th

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102
Phone: 800-392-4211
Fax: 573-751-1847
E-Mail: pscisd@psc.mo.gov

Office of the Public Counsel
Attn: Lewis Mills
P.O. Box 2230
Jefferson City, MO 65102
Phone: 573-751-4857
Fax: 573-751-5562
E-Mail: mopco@ded.mo.gov

Russo, Jim

From: Arlin Miller [amiller@watsonsuspensions.com]
Sent: Monday, June 20, 2005 10:40 AM
To: mopco@ded.mo.gov
Cc: ISD - PSC
Subject: Request number QW-2005-0009

Gentlemen,

AQUA Missouri has advised customers they have applied for a rate increase.

When they purchased LTA Water Company, Inc. a couple of months ago they should have considered the pay back at that time and not try gouging customers to make up for they lack of foresight. As you know, Branson's rate are lower than the current AQUA rates and they provide superior service.

Will AQUA be installing FIRE plugs in the neighborhood? Increased rates should provide some benefit to the end users.

A smaller rate hike could probably be justified after owning LTA for a longer period of time, but not at this time.

Arlin L. Miller
420 River Drive
Branson, MO 65616-8828
Ph: 1.417.334.1925
Cell: 1.214.683.0186
amiller@watsonsuspensions.com

6/21/2005

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.

JACK & Dorothea Miller
2729 Foxdale Dr.

JEFFERSON City Mo. 65109
Phone: 573-659-7855.

RECEIVED

JUN 14 2005

UTILITY OPERATIONS
DIVISION

10952 Hunters Creek Road
Holts Summit, MO 65043
June 8, 2005

RECEIVED

JUN 09 2005

UTILITY OPERATIONS
DIVISION

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

Dear Sirs:

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

I received the letter from Aqua Missouri concerning the proposed rate increase for Residential wastewater.

I believe a 115.84% rate increase is **quite** excessive. A year ago I lived within the city limits of Holts Summit, Missouri and my sewer bill was \$27.63 per month. Currently, my sewer bill with Aqua Missouri is \$22.53 per month.

If the company needed to increase their rates why didn't they try increasing the rate a little each year? By the company increasing their rate by 115.84%, my sewer bill will be more than double each month from the amount allocated in my budget.

Thank you for your consideration in this matter.

Yours very truly,

Susan Miller

Susan Miller

CC: Office of the Public Counsel

June 8, 2005

Public Service Commissioner
Attn: Water/Sewer Div.
P.O. Box 360

Jefferson City, Mo 65102

RECEIVED

JUN 13 2005

UTILITY OPERATIONS
DIVISION

To whom it may concern.

The receipt of the letter from Aqua Missouri was unbelievable as well as unrealistic.

Aqua Missouri does not realize that Ozark Meadows is a retirement community. The 16 homes are retired on a fixed income. So the 115.84% increase is unfair as well as unbelievable!

Half of the home owners are widows and the rest are 2 person residents, so the 5,000 gallons of wastewater is also unreal.

This increase will certainly stop all new construction in Ozark Meadows. It will also stop the resale of all print homes.

I admire the company for holding its expenses since 1994, but that is what good management does. Of course if they are not making any money here - I suggest they sell out and move on.

Thank you,

McKen C. Hollen

102 Oakwood Ct.

Laurie Mo 65037

6/9/05

Public Service Commission
ATTN: Water and Sewer Dept.

RECEIVED

JUN 13 2005

UTILITY OPERATIONS
DIVISION

To: ALL it may concern:

When I read your letter rec'd on June 6, 2005, I could not believe my eyes!! A 115.84% increase for our monthly water/water bill from Aqua Missouri --- you have to be kidding!!??!

We live in Oak Meadows in Laurie -- a retirement area of 15 occupied homes -- ALL are Sr. Citizens and living on fixed incomes. Of these 15 homes, there are 7 homes with 2 residents and 8 homes with only 1 residents (Widows). In addition to that we are all gone a lot to visit our children who live several hrs. from here. So you see, it seems ridiculous that we have to pay \$35⁰⁰ per month for that service! To make a long story short, we can not pay \$75.54 per month! Please reconsider and please be fair! Surely there is a better way for you to correct your problems!

Eileen Maeller
102 Oakwood Ct
Laurie, Mo. 65037

P.S. I've never understood why large companies venture to charge their customers for expansion, repairs, etc. to enable them to get more customers!!! Without their ^{valuable} ~~previous~~ customers, there would be no need for their company -- Right??

Thanks for your Help!

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):

Address:

Phone Number:

John Morgan / Patricia Morgan
428 Highland Way
Jefferson City, MO 65101
573 635-5504

Thank you.

JUN 20 2005

Heaviland & Neff

2810 FOXDALE DRIVE · JEFFERSON CITY, MO 65109 · PHONE: (573) 635-5870

June 13, 2005

Public Service Commission

Attn: Water/Sewer Dept. ✓

PO Box 360

Jefferson City, MO 65102

Office of the Public Counsel

Attn: Lewis Mills

PO Box 2230

Jefferson City, MO 65102

RECEIVED

JUN 15 2005

UTILITY OPERATIONS
DIVISION

Re: Aqua Missouri's Rate Increase Request, QS-2005-0010 or QW-2005-0011

Gentlemen:

We have received a notice that Aqua Missouri, Inc. has submitted a request for an increase in its annual water and wastewater operating revenues.

We live in Quail Valley Lake and Aqua Missouri, Inc. manages our wastewater system. There are approximately 75 homes on the lake. Each home pays \$22.53 monthly to Aqua Missouri, Inc. We presume Aqua Missouri, Inc., is receiving approximately \$1,690.00 per month or \$20,000.00 annually from this wastewater management neighborhood. The company is requesting an increase to approximately \$44,000.00 per year.

Our wastewater system has not generated an increase in the company's general operating expenses nor has it required any capital improvements of which we have been made aware.

We do not believe an increase is justified.

Very truly yours,

Christina R. Neff *Gary Heaviland*

Gary Heaviland & Christina R. Neff

cc: Ed Storey
Rita Storey

Harrison, Kathy

FILE COPY

From: richard netolicky [RJNeto8473@msn.com]
Sent: Thursday, June 09, 2005 8:21 AM
To: mopco@ded.mo.gov
Subject: Proposed Rate Increase (QW-2005-0009)

267 Lake Rd.

Shell Knob, MO

June 9, 2005

Office of the Public Counsel

Attn: Lewis Mills

P.O. Box 2230

Jefferson City, MO 65102

To Whom It May Concern:

Yesterday I received notice of a proposed rate increase by Aqua/RU, Inc. (reference number **QW-2005-0009**) 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." Further, the company is asking that all customers, "regardless of their service area location, would pay the same rates for the services received."

Certainly, utility companies are entitled to rate adjustments, but the proposed 82.16% increase is *outrageous*.

I have been a public school teacher since 1972. During a three-year period in the 1980's, I received 0% increase in pay because of lagging state revenue. Many other years I accepted pay increases far below the cost of living adjustments that govern consumer prices and employee pay

6/9/2005

raises. By the rationale used in Aqua/RU's request, I could request a one-year restitution adjustment that would help me "recover" those lost years of income. Even if I were to ask only for the equivalent of a cumulative cost of living increase, I have no doubt that the taxpayers would balk at such a hefty adjustment.

As to the "one rate fits all" proposal, I would like to see documentation of the rates paid by all of Aqua/RU's customers - both commercial and residential - and correlated customer satisfaction surveys before weighing in on that request. Service has been suspect on many occasions in our subdivision. It is not unusual for our service to be interrupted several times a year. Our neighbors, the Cooks, might as well build a machine shed to house the heavy equipment that the utility uses to rip up their driveway every time a repair is made to the main line. Where, in my neighborhood, are the "significant capital improvements" mentioned in their notice of a proposed rate hike? If I'm expected to foot an 82% increase, shouldn't I expect reliable service?

Please, as your commission decides upon Aqua/RU's proposed rate increases, remember those of us on fixed incomes who cannot request an 82% increase in our pensions to offset the unreasonable demands of a utility company.

Jan Netolicky

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): *MIKE & Vicky Nickamp*
Address: *5304 Balmoral Waye*
J.C. MO 65101
Phone Number: *659-7474*

FILE COPY

Thank you.

Mike Nickamp

JUN 17 2005

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,

Paula J. Meiser

8618 North Shore Dr.

Eugene, MO 65832

JUL 07 2005

June 27, 2005

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JUL 07 2005

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

UTILITY OPERATIONS
DIVISION

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

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Thank you,

Paula Riemer

8618 North Shore Dr.
Eugene, MO 65832

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.

Ida A. O'Donnell

IDA A. O'DONNELL

2917 Foxdale Dr

Jefferson City, Mo. 65109

PHONE: 573-634-4242

RECEIVED

JUN 17 2005

UTILITY OPERATIONS
DIVISION

**Anne and John E. Ogle
HC #1, Box 4024-20
Shell Knob, Mo. 65747**

RECEIVED

JUN 20 2005

**UTILITY OPERATIONS
DIVISION**

June 15, 2005

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

Dear Sir:

We have received a letter from Aqua Missouri. Aqua RU, Inc. Advising us that they are petitioning for an increase in our water rates of 131.32 %. They state that they haven't had an increase since 1994. They haven't owned this system for barely over a year and since that time have done little or nothing to improve the service in Lakewood Manor. This is for water only, not including our waste water as they are not involved with anything but water. We, who live here are responsible for our waste water. We are also aware of the fact they purchased this water system well under market value and are now trying to take further advantage of their good fortune.

We realize that the water system is near its operating capacity and as more homes are built it will be necessary to enlarge the system. This, how ever should have nothing to do with the monthly water rate. Any increases in capacity should shouldered by those who are connecting to the system.

Some modest increase to cover the higher fuel and power cost would be acceptable, possibly 10 to 15 %, but 131.32 % is ridiculous and will be fought by all four systems that they have purchased in the Shell Knob area. We understand that Aqua is based in Jefferson City where they can play politics daily and this sure smells of collusion and bribery. We will follow this to find the truth.

If Aqua wishes to put in a waste water system similar to what we have at our Senior Citizens Center and at the Pizza Hut, then we have something further to talk about.

John E. Ogle
Anne Ogle

Copy to: Office of the Public Council Attn: Lewis Mills
Copies to: Senator Larry Taylor and Representative David Sater.

John E. Ogle
HC #1, Box 4024-20
Shell Knob, Mo. 65747
Fax 417 858-3186
Home Phone 417-858-3076
Email ajogle@mo-net.com

RECEIVED
JUN 20 2005
UTILITY OPERATIONS
DIVISION

June 17, 2005

Office of the Public Council
Attn: Mr. Lewis Mills
P.O.Box 2230
Jefferson City, Mo. 65102

Dear Mr. Mills,

Please review the attached letters. There are no good reasons why a company who just bought our water system a little over a year ago should be entitled to such a large rate increase. I understand that there are four systems that they have purchased recently in the Shell Knob area and that they are trying get the same rate for all the systems. This does not make sense as the cost of doing business in different locations must vary because depth and of the type of wells and length pipes to the customers. Even though there may be some similar cost, it doesn't make sense that the operational cost would be the same at all areas. I and the neighborhood request that you look at this carefully as there is surely something not kosher here

Sincerely:

John E. Ogle

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): Daryl Oldvader
Address: 5317 Balmoral WayE

Phone Number:
573-634-7331

Thank you.

An increase of this
magnitude is unjustifiable
and ridiculous!

Unacceptable!

Daryl Oldvader
JUN 21 2001

FILE COPY

Russo, Jim

From: Gary Onarheim [ouffda@earthlink.net]
Sent: Saturday, June 18, 2005 3:34 PM
To: ISD - PSC
Subject: AQUA Missouri increase in rates

Attn: Water/Sewer Dept.

Request #'s: QS-2005-0010 and QW-2005-0011

To whom it may concern,

I am outraged at the huge proposed increase in rates. This large fee increase would be more palatable if it was spread out over a period of years. People on a fixed income will have a had time paying is bill.

Emil G. Ortmeier Jr.
2826 Foxdale Drive
Jefferson City, MO 65109
(573) 659-8780

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

RECEIVED

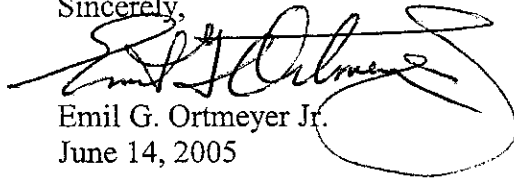
JUN 15 2005

UTIL. OPERATIONS
DIVISION

Dear Public Service Commission:

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

Sincerely,



Emil G. Ortmeier Jr.
June 14, 2005

June 30, 2005

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

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

RECEIVED
JUL 12 2005
UTILITY OPERATIONS
DIVISION

Dear Sir or Madam:

This letter is in response to the notification from Aqua Missouri regarding the company's proposed rate increases—Request Numbers QS-2005-0010 or QW-2005-0011.

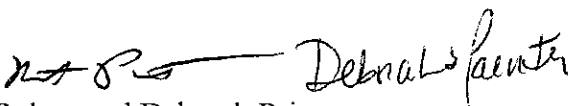
As consumers, we not only find the amount of this proposed rate increase outrageous, but we also believe it could have been handled in a much more efficient manner. As stated in the letter, "The Company's requested increases in its operating revenues are necessary to recover increases in the Company's 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." This statement indicates that the consumer is expected to "play catch up" on costs associated with improvements that should have been realized by the company. If there were necessary gradual increases over the past nine years, the company should have implemented those at that time without the total amount even coming close to their now proposed increase. The excessive amount of this increase is unreasonable.

We understand that rate increases are sometimes necessary, but to expect the consumer to accept a 115.84% increase in sewer rates and a 256.27% in water rates is ridiculous. What is also unjust is the fact that we are charged for **full sewer rates** when many consumers, including us, have to maintain a working septic tank of our own and the only thing going into Aqua Missouri's system is the clear run-off. This is an unfair practice that needs to be corrected.

As the representatives of utility consumers, we hope the Office of the Public Counsel and the Public Service Commission will come to a conclusion that is both just and reasonable for our interests after your review of the findings of your completed investigation and audit.

Thank you for your assistance.

Sincerely,


Robert and Deborah Painter
2108 County Road 382
Holts Summit, Missouri 65043

Russo, Jim

To: Russo, Jim
Subject: FW: Aqua MO at Warsaw, MO

Water quality is poor and will disconnect from system if rate increase is granted. Only visits the property three or four times a year.

From: Ambrose, Candy
Sent: Monday, June 13, 2005 10:12 AM
To: Russo, Jim
Subject: Aqua MO at Warsaw, MO

Thomas Parish would like to talk to you about Aqua MO at Warsaw, MO. His number is 816-322-3525.