

EXHIBIT

Exhibit No.: 561
Issue(s): Acquisition Adjustment
St. Joseph Water Treatment Plant Excess Capacity/
St. Joseph Retired Treatment Plant/
American Water Resources and Affiliated Transactions/
Security AAO/Advertising/
Customer Correspondence
Witness: Kimberly K. Bolin
Type of Exhibit: Surrebuttal Testimony
Sponsoring Party: Public Counsel
Case Number: WR-2003-0500

SURREBUTTAL TESTIMONY

OF

KIMBERLY K. BOLIN

Submitted on Behalf of
The Office of the Public Counsel

FILED³

JAN 23 2004

Missouri Public
Service Commission

MISSOURI-AMERICAN WATER COMPANY

Case No. WR-2003-0500

Exhibit No. 561
Case No(s) WR-2003-0500
Date 12/16/03 Rptr SUKM

December 5, 2003

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Missouri-American Water)
Company for Authority to File Tariffs)
Reflecting Increased Rates for Water) Case No. WR-2003-0500
and Sewer Service.)

AFFIDAVIT OF KIMBERLY K. BOLIN

STATE OF MISSOURI)
) ss
COUNTY OF COLE)

Kimberly K. Bolin, of lawful age and being first duly sworn, deposes and states:

1. My name is Kimberly K. Bolin. I am a Public Utility Accountant for the Office of the Public Counsel.
2. Attached hereto and made a part hereof for all purposes is my surrebuttal testimony consisting of pages 1 through 10 and Appendix A.
3. I hereby swear and affirm that my statements contained in the attached testimony are true and correct to the best of my knowledge and belief.

Kimberly K. Bolin
Public Utility Accountant I

Subscribed and sworn to me this 5th day of December 2003.

Kathleen Harrison
Notary Public

My commission expires January 31, 2006.

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SURREBUTTAL TESTIMONY

OF

KIMBERLY K. BOLIN

MISSOURI-AMERICAN WATER COMPANY

CASE NO. WR-2003-0500

1 **Q. PLEASE STATE YOUR NAME AND ADDRESS.**

2 A. Kimberly K. Bolin, P.O. Box 2230, Jefferson City, Missouri 65102.

3 **Q. ARE YOU THE SAME KIMBERLY K. BOLIN WHO FILED DIRECT AND**
4 **REBUTTAL TESTIMONIES IN THIS CASE?**

5 A. Yes.

6 **Q, WHAT IS THE PURPOSE OF YOUR SURREBUTTAL TESTIMONY?**

7 A. The purpose of my surrebuttal testimony is to respond to Missouri-American Water Company
8 (Missouri-American or Company) rebuttal testimony on the following issues: acquisition adjustment,
9 St. Joseph water treatment plant excess capacity, St. Joseph retired treatment plant, American Water
10 Resources and affiliated transactions, security accounting authority order (AAO) and advertising. I
11 have also attached copies of customer correspondence the Office of Public Counsel (Public Counsel
12 or OPC) has received.

13

ACQUISITION ADJUSTMENT

Q. HAS MR. JENKINS OR MR. GRUBB INCLUDED ANY POSSIBLE EXPENSE INCREASES DUE TO THE ACQUISITIONS IN THEIR ANALYSIS OF THE BENEFITS OF THE ACQUISITIONS?

A. No. The Company has only included possible savings due to the acquisitions. The Company has not included any possible increases in operating expenses due to the acquisitions.

Q. HAS THE PUBLIC COUNSEL RECEIVED PHONE CALLS AND CORRESPONDENCE FROM MISSOURI-AMERICAN WATER CUSTOMERS IN THE NEWLY ACQUIRED AREAS CONCERNING PROBLEMS WITH ESTIMATED METER READINGS?

A. Yes. Several customers have reported to us that after the acquisitions in Florissant and Webster Groves that their meters were not read. Instead the Company produced estimated meter reading which were extremely larger estimates of water usage than these customers had ever experienced with the prior municipalities.

Q. IS IT POSSIBLE THAT SOME OF THE EMPLOYEE REDUCTIONS AND THE REDUCTION OF OPERATING EXPENSE MIGHT HAVE OCCURRED EVEN IF THE ACQUISITION OF THE NEWLY ACQUIRED DISTRICTS HAD NOT TAKEN PLACE?

A. Yes, it is possible that the newly acquired districts might have reduced employee levels and operating expense, even if the acquisition had not taken place. Public utilities are very complex organizations with many overlapping activities and functional areas. Utilities are constantly organizing and reorganizing functions within their structure to streamline production capabilities and achieve efficiencies. It is very difficult to determine and measure the "cause and effect" relationship that may

1 exist between taking an action and identifying and measuring the effect of that action. Many utility
2 companies have implemented cost reduction programs in recent years. There is no evidence that prior
3 owners would not have implemented some the same cost reductions.

4 **Q. WHY IS IT DIFFICULT TO VERIFY THE ACTUAL SAVINGS WHICH ARE**
5 **RELATED TO THE ACQUISITIONS?**

6 A. What one party may believe is the result of an acquisition may actually be nothing more than an
7 operating efficiency of an ongoing concern. There is an incentive in the traditional regulatory process
8 for the utility to identify any reductions in work force and operating costs as acquisition related. With
9 this inherent incentive it becomes more difficult in the future to truly identify and quantify
10 acquisitions related costs savings as oppose to non-acquisition related cost savings.

11 **Q. HAVE UTILITIES PREVIOUSLY BROUGHT THIS ISSUE BEFORE THE**
12 **MISSOURI PUBLIC SERVICE COMMISSION (COMMISSION)?**

13 A. Yes. In the past, several utilities have tried to demonstrate purported savings to the acquisition. This
14 is often referred to as the "benefits test." However, actual savings that may result from an acquisition
15 are very difficult to verify and prove. All or a portion of the savings might have resulted from
16 prudent management decisions other than the acquisition. It is difficult to determine if the savings are
17 related to the acquisition or whether the savings would have eventually occurred anyway.

18 **ST. JOSEPH WATER TREATMENT PLANT EXCESS CAPACITY**

19 **Q. ON PAGE 25 OF COMPANY WITNESS FRANK KARTMANN'S REBUTTAL**
20 **TESTIMONY HE STATES THAT, IN THE COMMISSION ORDER IN CASE**
21 **NO. WR-2000-281, THE COMMISSION DID NOT REJECT THE COMPANY**
22 **ARGUMENTS REGARDING ALLOWING RECOVERY OF EXCESS CAPACITY.**

1 **DID THE COMPANY FILE TESTIMONY IN WR-2000-281 IN OPPOSITION**
2 **TO THE DISALLOWANCE OF THE EXCESS CAPACITY?**

3 A. Yes. The Company filed surrebuttal testimony prepared by John S. Young Jr. in opposition of
4 disallowing a portion of the St. Joseph treatment plant from rate base for excess capacity. However,
5 the mere fact that the Commission did not summarize the Company's position in the Report and
6 Order does not prove that the Commission failed to consider the Company's position when it
7 determined that the Missouri Public Service Commission Staff's (Staff) method was correct.

8 **Q. MR. KARTMANN REVEALS IN HIS TESTIMONY THAT PREMIUM PORK, LLC**
9 **HAS MADE COMMITMENTS TO OPEN OPERATIONS IN ST. JOSEPH AND**
10 **THAT PREMIUM PORK PROCESSING ESTIMATES IT WILL USE 2.7 MGD IN**
11 **THE FUTURE. IS PUBLIC COUNSEL OPPOSED TO ALLOWING THE COMPANY**
12 **TO INCREASE ITS PLANT-IN-SERVICE IN THE FUTURE IF MGD**
13 **PRODUCTION INCREASES ABOVE 23 MGD?**

14 A. No. As I stated in my direct testimony, rate base should only include values associated with plant that
15 is used and useful in the provision of service to current customers. If a utility has built excess
16 capacity that is not currently necessary for the provision of service to current customers, the
17 associated cost or value should not be included in the overall cost of service on which rates are set.
18 The Commission should allow the Company to increase its plant-in-service once the excess capacity
19 of the plant becomes needed. This approach properly matches the rate base to the customer's needs.
20 However, current ratepayers should not pay for plant that a possible future customer may need.
21 Public Counsel will review actual capacity levels in each rate case, so that proper matching will occur.

22 **ST. JOSEPH RETIRED TREATMENT PLANT**

1 **Q. IN THE COMPANY'S CALCULATION OF ITS PROPOSAL TO AMORTIZE THE**
2 **RETIREMENT OF THE OLD ST. JOSEPH WATER TREATMENT PLANT HAS**
3 **THE COMPANY INCLUDED THE SALE AMOUNT OF THE WATER TREATMENT**
4 **PLANT?**

5 A. No. The Company's calculation is the net plant investment (plant minus accumulated depreciation)
6 associated with the retired St. Joseph water treatment plant , which was \$2,832,906 plus \$344,955 for
7 the cost of removing the plant from service. The Company fails to mention the Company no longer
8 owns the water treatment plant in its direct and rebuttal testimony and also does not subtract the sale
9 amount of \$115,000 from its calculation.

10 **Q. THE COMPANY HAS CHARACTERIZED THIS ISSUE AS A RECOVERY OF AN**
11 **INVESTMENT. IS THIS A CORRECT CHARACTERIZATION OF THIS ISSUE**
12 **IN THIS CASE?**

13 A. No, this is no longer an issue of the Company not receiving a return of an investment through
14 depreciation, this an issue of a loss incurred by the Company. Likewise, if the Company had
15 experienced a gain, that would be recognized. The Company has sold the old St. Joseph treatment
16 plant The ratepayers do not get to share any gains from the sale of utility plant, therefore, the
17 ratepayers should not have to share any loss from the sale of utility plant.

18 **AMERICAN WATER RESOURCES AND AFFILIATED TRANSACTIONS**

19 **Q. THE COMPANY HAS STATED THAT IT DOES NOT BELIEVE AN AFFILIATE**
20 **TRANSACTION RULE IS NECESSARY AT THIS TIME BECAUSE MISSOURI-**
21 **AMERICAN'S RELATIONSHIP WITH NON-REGULATED BUSINESSES OF**
22 **AMERICAN WATER HAS NOT CHANGED (WITH ONE EXCEPTION) IN THE**
23 **LAST TEN YEARS. DOES PUBLIC COUNSEL AGREE WITH THE COMPANY?**

1 A. No. An affiliated transaction rule is needed now more than ever. The recent mailing of letters
2 promoting the water service line protection program is an example of why the rule is needed. The
3 Company allowed American Water Resources to use its customer's names and addresses in mailing
4 these letters, which were sent on Missouri-American Water letterhead and signed by the president of
5 Missouri-American Water Company.

6 **Q. COULD SENDING OF LETTERS PROMOTING A SERVICE OFFERED BY**
7 **AMERICAN WATER RESOURCES ON MISSOURI-AMERICAN COMPANY**
8 **LETTERHEAD CAUSE CONFUSION FOR SOME OF MISSOURI-AMERICAN**
9 **WATER CUSTOMERS?**

10 A. Yes. Customers could easily believe that the service line protection plan is being offered by Missouri
11 American Water Company. Some customers may not be able to tell the difference between the
12 corporate entities.

13 **Q. COMPANY WITNESS MR. GRUBB ASSERTS THAT THE GAS AND ELECTRIC**
14 **AFFILIATE TRANSACTIONS RULES NEED TO BE MORE TAILORED FOR THE**
15 **WATER INDUSTRY. DOES PUBLIC COUNSEL BELIEVE THE AFFILIATE**
16 **TRANSACTION RULES FOR GAS AND ELECTRIC UTILITIES COULD BE**
17 **USED FOR THE WATER INDUSTRIES WITHOUT ANY TAILORING?**

18 A. Yes. The rules listed in my direct testimony on pages 22 through 25 do not need to be altered for
19 compliance by Missouri-American. Many of these rules could be followed at little cost to the
20 Company, such as not disclosing confidential public utility information without prior Commission
21 approval and maintaining its books of account and records completely separate from its non-regulated
22 affiliates.

SECURITY AAO

Q. COMPANY WITNESS MR. GRUBB STATES ON PAGE 26 THAT THE SECURITY AAO SOLELY BENEFITS THE RATEPAYERS. IF GRANTED RECOVERY OF THIS AAO WOULD THE COMPANY AND ITS SHAREHOLDERS RECEIVE A BENEFIT?

A. Yes. The Company is avoiding the detrimental effects of regulatory lag thus insulating the shareholders from risk. The Commission has found in a previous case that,

“Lessening the effect of regulatory lag by deferring costs is beneficial to a company but not particularly beneficial to ratepayers.” Missouri Public Service Company, Cases Nos. EO-91-348 and EO-91-360, Report and Order, page 10

This AAO insulates the Company’s shareholders from a significant majority of the risks associated with regulatory lag that may have occurred if the security construction projects were completed and placed in service before the operation of law date of this case.

Q. IN THE COMPANY APPLICATION FOR AN ACCOUNTING AUTHORITY ORDER, CASE NO. WO-2002-273, DID THE COMPANY GIVE EXAMPLES OF POSSIBLE SECURITY COSTS FOR DEFERRAL THROUGH THE AAO?

A. Yes.

Q. WERE LEGAL COSTS FOR PURSUING THE AAO ONE OF THE POSSIBLE SECURITY COSTS.

A. No.

Q. ARE YOU AWARE OF ANY OTHER REQUEST BY A REGULATED UTILITY TO INCLUDE THE LEGAL COSTS OF PURSUING AN ACCOUNTING AUTHORITY ORDER IN THE ACTUAL ACCOUNTING AUTHORITY ORDER?

1 A. No, I am not aware of any such request or Commission order that includes the legal costs of pursuing
2 an accounting authority order as a cost to be recovered in the accounting authority order. This
3 Company has not previously recovered legal costs pursuant to any of its earlier AAOs

4 **Q. SHOULD COMPANY BE ALLOWED TO RECOVER COSTS INCURRED TO PURSUE**
5 **THIS ACCOUNTING AUTHORITY ORDER?**

6 A. Yes. Legal expenses are analyzed and included in each and every rate case. A normalized level of
7 legal and/or outside services expense has been determined in this rate case. Normalized legal
8 expenses in a rate case is appropriate because the level of legal activities fluctuates and while the
9 nature of the need for legal service may vary, the fact that the Company incurs legal expense does not.

10 **Q. DOES PUBLIC COUNSEL BELIEVE THE ON-GOING COSTS FOR SECURITY**
11 **MEASURES SHOULD BE RECOVERED BY THE COMPANY?**

12 A. Yes, as an annualized expense to be included in the costs of service on a going forward basis, not as
13 an annualized expense plus a past expense through the AAO.

14 **Q. HAVE THE CAPITAL EXPENDITURES MADE BY THE COMPANY FOR**
15 **SECURITY MEASURES BEEN INCLUDED IN THE COMPANY'S RATE BASE**
16 **FOR THIS RATE CASE?**

17 A. Yes, the capital expenditures for security measures have been included in the Company's rate base
18 and the Company will earn a return on these investments.

19 **Q. ARE DEFERRED CARRYING COST AND DEPRECIATION EXPENSE ACTUAL**
20 **DOLLARS OF INVESTMENT FUNDED BY THE COMPANY?**

1 A. No. The carrying cost and deprecation expense associated with the AAO are not actual dollars of
2 investment funded by the Company. Neither the carrying cost nor the depreciation expense causes
3 the Company to forego any actual outlay of cash..

4 Q. WOULD ALLOWING THE COMPANY THE DEFERRAL RESULT IN THE
5 RATEPAYERS PAYING MORE THAN 100 PERCENT OF THE ANNUAL COST
6 FOR SECURITY MEASURES.

7 A. Yes, it would.

8 ADVERTISING

9 Q. COMPANY WITNESS MR. DOUGLAS LEHMAN STATES IN HIS REBUTTAL
10 TESTIMONY, THAT MISSOURI AMERICAN WATER COMPANY WAS UNABLE TO
11 OBTAIN COPIES OF A NUMBER OF ADS, BUT WAS ABLE TO PRODUCE THE
12 PAID INVOICES WITH DESCRIPTIONS OF ADS. HE BELIEVES THIS IS
13 ADEQUATE DOCUMENTATION TO INCLUDE THE ADS. DO YOU AGREE?

14 A. No. The ads in which Mr. Lehman proposes including have been deemed institutional adverting by
15 all parties, including the Company. Institutional advertising should not be allowed in rates because it
16 is used to enhance the Company's public image. Institutional advertising is not necessary to provide
17 safe and adequate service to its customers.

18 Q. HAVE YOU EXAMINED ADVERTISING EXPENSES FOR OTHER UTILITIES?

19 A. Yes, I have.

20 Q. WERE THE OTHER UTILITIES ABLE TO PROVIDE COPIES OF ALL OF THE
21 ADS THAT WERE INCLUDED IN THE TEST YEAR FOR THAT COMPANY?

1 A. Yes. The Companies were able to provide a copy of each print ad and copies of scripts and /or
2 video/audio copies for radio and television ads. The Companies also provided paid invoices for each
3 ad.

4 CUSTOMER CORRESPONDENCE

5 **Q. HAS THE OFFICE OF PUBLIC COUNSEL RECEIVED PHONE CALLS AND**
6 **LETTERS FROM CUSTOMERS IN OPPOSITION TO THIS RATE INCREASE?**

7 A. Yes, the Office of Public Counsel has received approximately 87 calls and 59 letters in opposition to
8 this increase. Attached to my testimony as Appendix A are copies of e-mails and letters our office
9 has received.

10 **Q. DOES THIS CONCLUDE YOUR SURREBUTTAL TESTIMONY?**

11 A. Yes.

APPENDIX A

FILE COPY

November 23, 2003

Office of the Public Counsel
P O Box 7800
Jefferson City, Mo 65102

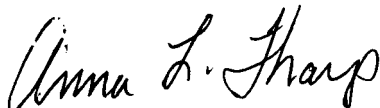
To Whom It May Concern:

Whether this gets read or not, I just want to view my comments on the revised service tariffs that the utility companies are asking for. I do believe that they should have some rate increase but I believe they are asking for too much.

Aquilia wants a 15.5% Missouri-American Water Company wants a 12.2% and I do not have the rate for Missouri Gas Energy but I know it was somewhere in the teens that they are looking for a revised tariff. Our landfill fees have gone up. Everything is going up but not our income.

Saint Joseph is getting to be a retired community. They have lost a lot of good paying jobs here and the younger people are having to go where the work is. So that leaves a lot of people trying to make a living paying rent, medical bills, taxes, and the every day living expenses, trying to exist. I just wanted you to know that as a retired person living on a fixed income that all of the revised tariffs and taxes cut down on the quality of living. It is too bad that some of the utilities cannot monitor their own costs and try to live on a certain amount of money. I am against such big tariff and tax hikes.

Thank you,



Anna L Tharp
820 Sunset Drive
Saint Joseph, Missouri 64503

DEC 01 2003

FILE COPY

28 November 2003

To: Missouri Public Service Commission

In regard to: Increase water rates in Warrensburg

Our rates have been increased several times, especially after Missouri American Water Co. bought the water system in St. Joseph. We are paying for that.

The Daily Star Journal printed an article recently on the front page that the Commission stated that our water rate should be LOWERED. Then AMW came out with a rebuttal why they need to raise.

This fall they started digging up many streets and intersections to prove they were needing the raise. In all probability it will not be completed because of weather.

I have lived in my present home (I am a widow) 32 years and the cost of being on the sewer (in the city limits) was added on to purchase price. I am a retired teacher and keep up my property. I paid AMW \$75 this year - extra - in case I had trouble with the line from my house to the street or where the connection is.

I do not mean to sound unreasonable, but we have been had. I do one load of laundry every two weeks, dishwasher once a week, shower quickly, and flush the stool only when I have to. My bill has almost tripled. Always over the minimum

It is not feasible that I can appear at the hearing, so please give us some help and consideration.

I am civic minded and have voted for everything that will benefit the city. as my late father said, "vote for it the first time it comes up it will come up again and the cost will be higher."

Thank you

Kathleen Morse

Mrs. William L. Morse
1104 Christopher
Warrensburg, MO 64093-2041

Kathleen Morse
1104 Christopher
Warrensburg, MO 64093-2041

DEC 01 2003

NOTICE FILE COPY

Missouri American Water has filed revised water service tariff sheets with the Missouri Public Service Commission (PSC) which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 12.2 percent. For the average residential customer in St. Louis County using water, the proposed increase would be approximately \$2.50 each month.

*This is way too much
try case of 11/22*
A local public hearing has been set before the PSC at 5:00 o'clock p.m. on Wednesday, December 3, 2003, at the Chesterfield City Council Chamber, 690 Chesterfield Parkway West, Chesterfield, Missouri. If you wish to comment or secure information, you may contact the Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri 65102, telephone (573) 751-4857.

The building where the hearing will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in the these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or 1-800-829-7541 (TDD) prior to the hearing.

DEC 01 2003

St. Louis County

FILE COPY

November 26, 2003

Missouri Public Service Commission
Office of Public Counsel
P.O. Box 7800
Jefferson City, MO 65102

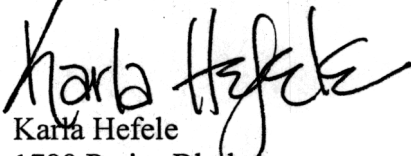
I am writing in opposition of the revised water service tariff sheets for the increase of 12.2 % for the Missouri American Water Company. I am opposed to the additional \$2.50 each month that will be added to my bill.

Due the economic business conditions, I have not had a raise in my job for 3 years and have taken many cuts due to the economy.

The Missouri American Water Company—you would think—would be a “Missouri” company but my payments are sent to Illinois and this company is earned by a German Company. I do not feel that the additional 12.2% that they are going to charge Missouri customers will help any of us out.

Please **DO NOT** approve this increase and allow Missouri American Water Company to earn additional revenue.

Thank you,


Karla Hefe
1789 Praise Blvd.
Fenton, MO 63026

DEC 01 2003

FII E COPY

105 St. Daniel Lane
Florissant, MO 63031
November 26, 2003

Office of Public Counsel
Post Office Box 2230
Jefferson City, Missouri 65102

I recently received your notice of a price increase for the Missouri American Water Company.

I have recently moved about four blocks from where I lived for the past 34 years and only since this company took over have my bills become outrageous. They have more than doubled while my family has decreased (children left), and now I see you propose to add another \$2.50 to this.

In short, the price is increasing and the product quality is decreasing. now have a filter in my kitchen because the taste is not what it used to be.

If there is anything else you need from me please let me know. I wish I could be there to verbally voice my opinion but unfortunately I am unable to attend this meeting as my work schedule does not permit it. Please count me as definitely opposing any and all increases.

Yours truly,



Mrs. Joseph (Ocena) Carlo

DEC 01 2003

FILE COPY

Missouri Public Service Commission,
P.O. Box 7800
Jefferson City, Mo. 65102,

Dear Sirs

Referring to the Missouri American Water notice about the tariff increase I would like to point out that MAW had already imposed a heavy fee on customers by adding the minimum charge to the actual water use charge. This represents a double charge. The minimum charge means that if the quantity of water used is below the minimum required you have to pay the minimum charge. But when the quantity of water used exceeds the minimum quantity, the minimum charge should not be imposed. To make the story short MAW customers are now being double charged as shown on the copy of this bill.

A Customer

Nov 29/03

Patrick & Teresa Finder
1010 S. Olive
Mexico, MO. 65265

FILE COPY

Missouri Public Service Commission
P.O. Box 7800
Jefferson City, MO. 65102

December 1, 2003

Re: Proposed Rate Increases for Missouri American Water

To Whom It May Concern:

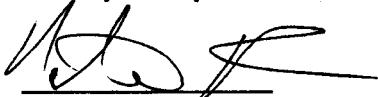
I believe that the Missouri American Water Company's request to have gross revenues increased is not justifiable.

Both the number of jobs available and wages in Mexico, Missouri have been steadily declining for a number of years. Residents of this community are learning to live with less and less every day. Most publicly funded organizations here; utility companies, schools, government entities, health care facilities, etc., are all wanting an increase in monies. The people in Mexico simply have less money now than they have had in the past and can not afford to increase funding for all of these businesses.

Inflation has been practically non-existent over the last few years and so should have very little effect on rates. If Missouri American Water Company has not been able to run their business so as to be profitable, that is a problem of management and not a problem to be dumped on the people of Mexico.

All of us face increasing cost in our lives and in our businesses, but in tough economic times we all learn to tighten our belts. I work in the mental health field and our rates have either held steady or declined for almost fifteen years. Medicaid rates, for example, were set in the late 1980s and have not changed since that time. I do not know why a public funded monopoly like the water company should expect better treatment than individuals in private business.

Thank you for your consideration.


Patrick Finder

cc: Senator John Cauthorn
Representative Steve Hobbs

03 2003

Nov. 30, 03

Dear Sir.

FILE COPY

I'm against any increase of 12.2 percent. I can't understand why you charge a minimum of ~~\$~~\$9.01 before I ever use any water. Florissant didn't charge a minimum charge.

I am very unhappy with your charges

I Jan I got a bill over \$37.79

Then in Feb the bill was \$70.91

The average bill between \$26 - \$30

Alicia Buppen
410 St Denis
Florissant, Mo
6303

DEC 2003

Patrick & Teresa Finder
1010 S. Olive
Mexico, MO. 65265

FILE COPY

Missouri Public Service Commission
P.O. Box 7800
Jefferson City, MO. 65102

December 1, 2003

Re: Proposed Rate Increases for Missouri American Water

To Whom It May Concern:

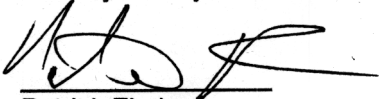
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Thank you for your consideration.


Patrick Finder

cc: Senator John Cauthorn
Representative Steve Hobbs

DEC 03 2003

FILE COPY

4047 So Diego Street
Joplin Mo 64804
June 13, 03

Mo Office of Public Counsel
P.O. Box 7800

Jefferson City Mo 65162 7800

Dear Sir

The water co. here in Joplin is now owned by German Interest - since they have become owned by them our water bill has doubled

The commission has pretty much become useless saying before the sale they had very little authority to tell them what they could or could not do; as far as prices were concerned.

If they have let a foreign interest come into our country and become owner of our water supply scheme on our state & the other states to let this control go by without more effort on everyone's part our state Legislature as well as any other in charge officials. What will be next our power & Gas Companies?

Our water bill has doubled like I said from the former 7.08 to 14.87.

Our May bill was 7.08 customer charge + \$7.66 usage fee plus 13¢ St Tax making a total of \$14.87 for 1 month. Wire only 2 on 1 meter

JUN 17 2003

Please help get all our utilities under over

central.

As a retired couple and many more
customers here in Japan & other cities
surely we need to hold the cost down
a livable amount

Thanks for any help possible
Mr & Mrs Robert Telesment
(417) 781 8076

9/18/03

FILE COPY

re Missouri American Water
Company hearing
to increase our water bill

Please don't let the water company

have this increase

To raise our bill again
would truly be a hardship
We are a middle age couple
and they keep raising the water
bills

We don't know how seniors

SEP 2003

(over)

are paying these high prices

Thank you
for your time

The Millers

Hello

FILE COPY

9-26-03

I hope you don't give
the water Co, an increase

It would be nice for
them, but what about
us Senior Citizens, we
barely get by now.

As I write a complete
roof is being ^{put} on my home.
I am 77 almost (Dec). Will I
get it paid off before I die?
I doubt it. That \$50.40 yr.
would buy me some groceries
That's the only place I can
cut down. This truly stresses
me, & I know many others.
Think ^{also} of single parents when you
decide, Please. Margaret Ozenberger
I was one of those.

SEP 29 2003

FILE COPY

Mr. & Mrs. Dyas Brown
207 Fulkerson St.
St. Joseph, Mo 64504

To Who it may concern
yes I sure would love
to be able to attend your Public
Hearing, Oct. 15 2003, at 5:00pm
in St. Joseph, Mo. At a Council
Chamber, 1100 Frederick Ave.

The way I understand it,
is that I, Mr. Brown, can
attend the meeting. My wife
is not able to, she is Disabled.

Sincerely yours

Mr Brown

JUL 3 2003



THE WESTIN
PROVIDENCE

FILE COPY

October 6, 2003

Dear Sirs:

This increase in our water bill is ridiculous because we can barely pay the bills as they are now.

Please, oh, please do not allow Missouri American Water to increase our bill another 2.9¢ a month.

Thank you for considering our request.

Yours truly,
Richard & Zela Hall
1518 Calvin Lane
Jefferson City, MO 65101

phone: 573-636-9159

One West Exchange Street, Providence, RI 02903

Telephone: (401) 598-8000 Fax: (401) 598-8200

Internet: <http://www.westin.com> From the U.S. or Canada, call your travel agent, or 1-800-WESTIN-1

OCT 08 2003

FILE COPY

October 7, 2003
11303 NW 60th Street
Parkville, MO 64152

Office of the Public Counsel
P.O. Box 7800
Jefferson City, Mo 65102

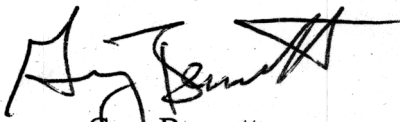
I am writing in response to the notice I received regarding the hearing on Missouri American Water's request for a 12.2% increase in revenue. According to the notice, this would increase the average user's bill approximately \$5.07/month. This does not look like much but I would love to know what their definition of average is because I consider my usage average and this will take my monthly bill to approximately \$33/month, or \$400/year for water service for an increase of almost 18%. I have a problem with this! I have no idea what they are doing with their money but I have no knowledge of any large capital improvements. I would hope that you all would examine their financial statements and determine that they have made all efforts to cut costs where applicable. Has there been a management audit of the company performed by the Public Service Commission recently?

Who is my advocate in these proceedings? I would like the commission to think about all of the increases in my utility bills in the not so distant past:

- Platte County Regional Sewer District – increase of nearly \$17/month for a large capital improvement to the area sewers. I wonder when this will end and when my sewer bill will revert back to \$10/month? Rhetorical question, because at the end of the five-year plan, as I recall, I am sure that they will be in for a rate increase to maintain the new lines!
- Missouri Gas Energy – I think we are all too familiar with what is going on with the natural gas prices! I am on the budget plan so I am being charged an extra four hundred dollars for keeping my family warm!

Now we have water going up so what is next? I guess we should have KCP&L join in on the fun and while we are at it, we should invite Southwestern Bell to the cash give away! If we increase all of their rates at the same time, it would be helpful for me so that I know how much I need to get for an hourly rate at my second job so that I can afford my all of my utilities! At the end, I may have to stand on a corner asking for change with a sign that says "Need utilities, please help"!

Sincerely,



Greg Bennett

Oct 14 2003

10-6-2003

FILE COPY

OFFICE OF THE Public Counsel
P.O. Box 7800
Jefferson City, MO. 65102

TO WHOM IT MAY CONCERN:

I AM WRITING IN RESPONSE TO THE NOTICE OF MO. AMERICAN WATER WANTING A 12.2% INCREASE IN WATER RATE. I WANT YOU TO KNOW I OPPOSE SUCH A BIG RATE INCREASE. WITH ALL THE UTILITIES WANTING TO INCREASE RATES A RETIRED PERSON LIVING ON A FIXED INCOME FIND IT VERY HARD TO SURVIVE TRYING TO TAKE CARE OF EVERYDAY COST & MEDICAL EXPENSE.

WHETHER THIS GETS READ OR MY COMMENT EVEN MEANS ANYTHING TO ANYONE, I WANT IT KNOWN THAT A 12.2 PERCENT INCREASE IS TOO HIGH.

ST. JOSEPH IS GETTING TO BE A RETIRED COMMUNITY. ALL YOUNGER PEOPLE ARE MOVING OUT BECAUSE LACK OF DECENT JOBS IN THE CITY, SO MOST TAX INCREASES FALL ON HOME OWNERS. WHAT GOOD IS IT TO WORK ALL YOUR LIFE & THEN HAVE TO STRUGGLE TO KEEP WHAT IS YOURS AFTER RETIREMENT?

Sincerely

ANNA L. THARP
820 SUNSET DRIVE
ST. JOSEPH, MO. 64503

OCT 09 2003

10 9-3
St Louis 6 Mo

Commissioner
Office of Public Counsel
Jeff City, Mo

FILE COPY

Commissioner regarding the Mo Am Ltr Co
request for 2 2% rate hike

I believe this request to be exorbitant and
completely out of line in today's economy. Please
reject the request. No increase should
affect the national C.P.I.

The requesting Co. is not owned by an
American corporation and is out of line.

Thank you.
W. L. Taylor
4547 Boone Center Dr
St Louis Mo 63128

October 8, 2003

Office of the Public Counsel
P.O. Box 7800
Jefferson City, Mo. 65102

Dear Friend:

I strongly object to the Missouri-American Water Company's plan for increasing residential (and for that matter, commercial) rates. In fact, I'm still angry over the monumental increase that the PSC allowed three years ago. At that time I felt the PSC had betrayed me, and I'll feel even more betrayed if this increase passes.

Might I point out that the Democratic PSC members at the time (so-called champions of the people) were the ones who voted for the rate increase? They're not my defenders!

My reasons for opposing this increase:

1. The company built a gold-plated facility to replace the former one after the 1993 floods. If this is to be totally financed by ratepayers, what difference does it make how long it takes to pay off the debt? It's not as if company officers (heaven forbid!) will get stuck with the bill.

In my opinion, the first increase, for both residential and commercial customers, was far too high. There's no excuse for raising rates.

2. Surplus revenues of \$20 million were reported last week. Is this adding insult to injury — or what?!

Please, PSC members, for once, do what you're supposed to do. Vote on the side of the people you're supposed to protect. The more it costs in inflated water bills, especially if unjustified, the less ratepayers will have for other consumer goods, the purchases that keep the economy from going broke. Think about that!

Yours truly,
Eileen Lockwood
4614 Woodfield Dr.
St. Joseph, Mo. 64506

FILE COPY NOTICE

Missouri-American Water Company has filed revised water service tariff sheets with the Missouri Public Service Commission (PSC) which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 12.2 percent. For the average residential customer in the St. Louis County operating division using water, the proposed increase would be approximately \$2.50 each month.

Evidentiary hearings have been set before the PSC on December 15-19, 22 and 23, 2003, and January 5-9, 2004. True-up hearings have been scheduled before the PSC on February 5 and 6, 2004. Each of these hearings will begin at 8:30 a.m., at the Commission's offices at the Governor Office Building, 200 Madison Street, Jefferson City, Missouri, Room 310. If you wish to comment or secure information, you may contact the Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri 65102, telephone (573) 751-4857.

The building where the hearings will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or 1-800-829-7541 (TDD) prior to the hearing.

OCT 17 2003

FILE COPY

Ms. Barb Warmbrodt
287 Oak Pass Court
Ballwin, MO 63011-382



10-13
This is outrageous
Please inform me
as to WHY a
12.2% increase.
What could warrant
such a huge
jump?
Barb W.

FILE COPY October 16, 2003

To Office of the Public Council.

Ref Proposed Increase in Water Service by Missouri American Water Co.

Per the proposal notice I received the average cost for residential service would increase by \$2.50 per month, the water co bills quarterly so that equals \$7.50 per each billing period. I live alone and my average bill is \$26.00 minus \$3.00 Service Line Protection Charge minus \$6.40 Fire Hydrant Charge minus \$1.14 Gross Receipt Tax which = \$15.46 per quarter. Now to me that would be a 48.51% increase in the amount I now pay for water service per quarter.

I received a cost of living increase on my Social Security Check this year (2003) of an enormous 1.4% and I would like to know how and why Missouri American Water Co can justify such a large Percentage increase in residential water bills

I would hope that the Public Service Commission will take my concerns and comments into consideration during the up coming hearings for the proposed rate increase.

Thank you.

Lloyd E Dorn

10514 Locust Ave

St Louis MO

63114

314-429-5094

popdorn@netzero.net

OCT 20 2003

October 20, 2003

FILE COPY

Office of the Public Counsel
Post Office Box 7800
Jefferson City, MO. 65102

Dear Office of the Public Counsel:

I just wanted to let someone know that increasing water rates in Mexico, MO. is a bad idea. What about a reduction in rates? That seems like a lot better idea and I am for that. Increasing rates in these times would be hard on a lot of people, me included. I haven't had an increase in wages in several years, and yet everyone wants more for the goods and services I buy. What's the deal here?

Please tell the water company to provide better service and reduce rates or else kick them out and get someone else to run the water plant.

Thanks for your help.

Sincerely yours,



Ken Gore
1322 Lexington
Mexico, MO. 65265

OCT 22 2003

FILE COPY

NOTICE

Missouri American Water has filed revised water service tariff sheets with the Missouri Public Service Commission (PSC) which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 12.2 percent. For the average residential customer using water, the proposed increase would be approximately \$2.26 each month.

A local public hearing has been set before the PSC at 5:00 o'clock p.m., Wednesday, November 12, 2003, at the Joplin City Council Chamber, 303 East Third Street, Joplin, Missouri. If you wish to comment or secure information, you may contact the Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri 65102, telephone (573) 751-4857.

The building where the hearing will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or 1-800-829-7541 (TDD) prior to the hearing.

Joplin

10/20/03

No

increase in water rates

In fact the Joplin Globe reports that Mo. American Water has significantly overcharged residents for water.

No

rate increase

YES

rate

decrease

David Efuol
3635 E 26th
Joplin Mo
64801

NOV 27 2003

3125 Grand Avenue
Joplin MO 64804-2720
October 23, 2003

FILE COPY

Office of the Public Counsel
PO Box 7800
Jefferson City MO 65102

Dear Sir:

I am opposed to the 12.2% rate increase sought by Missouri American Water Company for Joplin customers. Recent studies show that the rates should be decreased, if anything. This company has consistently sought to raise rates by any means they can think of. Please oppose this rate hike.

Sincerely,


John OLson

OCT 27 2003