

Mo Public Ser Com 10/24/03

FILE COPY
Dear Members,

I object to any rate increase by Mo. Amer Water Co. in Warrensburg. The increase would burden many people in this area, especially the elderly who are on fixed incomes & can barely make ends meet.

Sincerely,

Natalie Nalpin

504 Hurricane Hill

W04 MO 64003

OCT

Kate Millburg
1425 Sunset Lake Rd., Apt. 8
Jefferson City MO 65109
October 27, 2003

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

FILE COPY

RE: Missouri American Water rate case

Dear Public Counsel:

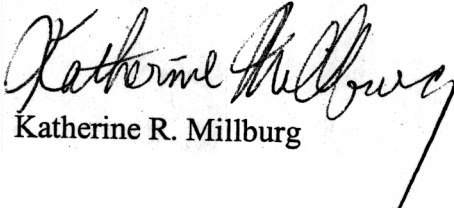
I wish to register a protest against approval of Missouri American Water's revised water service tariff sheet filing.

This company was purchase this year by RWE AG, a German corporation. At the time of purchase, they apparently judged revenue was at an attractive level. The cost of doing business has not increased by nearly the rate of increase Missouri American Water is requesting. The only apparent motivation is greed.

I urge you to protect the customers of this monopoly – who have no alternative for this vital community service – and reject the filing request for increase.

Thank you.

Sincerely,


Katherine R. Millburg

/km

OCT 29 2003

November 7 20

Office of Public Coun & **FILE COPY**

I am writing to object to increases of Missouri American Water since they took over my water bill has increased three times over when Fluorvent had the company. On top of this I have to pay nine dollars just to be a customer, no other utility does this. Thank you for hearing my objection to increase, being charged for being a customer of Water Co I appreciate the opportunity to do so.

Sincerely,
Jean Nelson

NOV

Nov 06, 2003

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

FILE COPY

Received the notice tucked into my water bill----another rate increase is in the works

I just want to add my name to the list, please.

I am very tired of climbing utility rates----

I'm sure I speak for everyone who punches a clock to earn their living---our wages do not increase fast enough to keep up with the utility rate increases.

Thank you,

A handwritten signature in cursive script, reading "Della Horstman". The signature is written in dark ink on a light-colored background.

Della Horstman
2902 Felix
St. Joseph, Mo 64501

NOV 6 2003

November 8, 2003

FILE COPY

Missouri Public Service Commission
Attn: Ruth O'Neill – Public Council
Post Office Box 7800
Jefferson City, MO 65102

Re: An Open Letter to the Missouri Public Service Commission –
Missouri-American Water Company's proposed 12.2 Increase

Dear Missouri's Public Service Commission - Members & Staff,

Please accept this letter as my reply to the recent notice that I have received from the Missouri-American Water Company and their request for a 12.2 percent increase on their annual gross revenues.

One can only wonder what "world" the Missouri-American Water Company is living in? Surely they must believe that monopolies can do whatever they wish and as such can ask to raise their revenues on the back of individuals and business who today are struggling just to make ends meet! Were this 12.2% increase to obtain every year, our water bills would double in less than 6 years!

What individual or business today is able to "request" that their income increase by 12.2 % given the current state of the economy? None that I am aware of! People and business are having a hard time just to stay "even"! If you look at budgets on both the national and state level, one will see that in general the country is hurting and in debt and running deficits and having to make drastic cuts to overcome such deficits.

For my business, I would love to get a 12.2 increase in my rents. But given competition, that is not possible! But what do we have with MAWC? No competition! Thus they are like spoiled children! Once again they come crying with their hand out asking the PSC for more money! What they need to do is what any business has to do when times are tough. What they need to do is to cut, cut and cut some more! They need to cut the fat out of their operation! They need to reduce their high salaried executive staff by ½! They need to cut bonuses! They need to cut stock options! They need to cut perks. And if more is needed they need to cut their work force, benefits and pensions! The American public cannot afford to keep subsidizing an inefficient business! They need to become a lean, hard working company, and not a company that wines every time they finally have to spend some of their money to improve service!

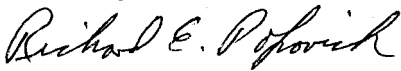
If they are not able to meet the task and responsibilities that are before them, then it is time for the citizens of this country to consider two basic options:

- (1) We should consider breaking up this monopoly into pieces so that there would be different companies competing for our service and thus competition for our dollar.
- (2) If we are subsidizing the company already, we should considering the possibility of making said water company an entity of government. If such a company is on the public dole we might as well make it "official" and take control of our water as it is too precious to be left in the hands of a company that is out of touch with the times and with its customers!

The above may sound like drastic steps, but if the water company is so out of touch with reality that they are asking for a 12.2 % "raise" then surely every aspect of this company's operation must be looked at. To say that they should be "guaranteed" a profit or a return on investment, puts them into the realm of socialism and a subsidized company already!

Thus, if the Missouri American Water Company is unable to work through their budget issues on their own, then it is time to either make them competitive, or the public might as well take control all together!

Sincerely,



Richard E. Popovich – Owner
Butler Hill Apartment
13108 Butler Oak Dr.
St. Louis (County) MO 63141
(314) 434 – 1833

Nov. 13, 2003

FILE COPY

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

Re: Mo American Water rate increase

Arundel,

I have called your office and expressed my
dislike and disgust to this 12.2% requested
rate increase and this is my formal
complaint.

Mo AWC has provided us with good water
and good service BUT we as on fixed income
and receive (as we receive) a 2% COLA.
Medicare increase is 12%. We are already
"in the hole". Granted a \$1.78 monthly
water increase doesn't sound like much
but all of these "little" increases by
utility companies, insurance companies, etc.
make a BIG deficit. We can consume
only up to 0 point.

May we suggest no increase at all.
I will be at the St. Charles public hearing

Thank you for working on our behalf

A MoAWC. customer,

Judy Mikusch
3 Cinnamon Dr.
St. Chas Mo 63304
636-447-0317

FILE COPY

11 12 03

DEAR Public Serv Co. ss ~

I Am wr s This lett
w HL gr. T Concern Today I
Rec d A NOTT E SAY S HAT
A WA Co ha f d for a
Re e e cnc f Approximately 12 2 percent

I Am rese d of Florissant
mo for 25 years Floriss t el T
Take can our water a d e never
had a problem Amer W T

The Company from Hell in y
48 year I Hav nev dealt
with a mo is Co prny AS

Th I PAY my bills AS soon AS
T get them y cred T E

Have spent Hour o The phon
w HL thes det s Try s T
Get The Corr bill T pay I Hav
Never Rec ed A Cor T bill T

C done T th which Take also
of T I fe I Sorry for my
eld ly n jobs TH T Receiv. ^{NOV 17 2003} them
bills T ated and s shed d

⁴to pay it. This Company will NOT
Take care of the meter unit they
SAID that is my responsibility BUT
I pay extra for Insurance on our
bills, This is the ~~worst~~ WORST
Company I Have ever seen and
shouldn't even be in bussiness.

They are asking for INCREASES
They should be giving discounts
and Telling their COSTUMERS how
sorry they are for providing poor
Service. This Household SAYS
NO To any INCREASES for this
Company. PSC Thank for your
Help now and in the future.

Thank You
Cecil Kelts

Cecil Kelts

1

FILE COPY

November 10, 2003
1288 Chateau Woods Dr.
St. Louis MO 63135

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

Re.: Missouri American Water's request for an increase in revenues

To Whom It Concerns:

It would appear that a public hearing set at 5:00 o'clock p.m. on Wednesday, December 3, 2003 in Chesterfield, Missouri is designed to minimize public participation.

I cannot attend this hearing. But please be advised that I am very much opposed to an increase in water rates.

Sincerely,


Ollie Walton

NOV 14 2003

FILE COPY

12 November 03

To whom it may concern.

I think the water bills are already way over inflated! I hope that you all there at the Missouri Public Service Commission vote not to grant the Missouri American Water Company a water rate increase!

I'm on a low-rate fixed income, and am having a hard time paying the already very high water bills!

Sincerely,

Robert H. Nelson

1/2/03
FILE COPY

Office of Public Counsel

My comment to the proposed
Increase \$2.50 a mo. Mo. American Water!
If it was \$2.50 every 3 mo. would be hard
enough - but to take more $\frac{1}{3}$ amount \$30.00
of my yearly bills! My bills are \$25.00
\$26.00 every 3 mos. What are they thinking?

I'm a widow living by myself
on S.S. ck. I'm a very proud person
& ask for no help! So far? Thank God we
have a right of speech.

What can I do? My Vote is No
Absolutely Not \$2.50 a month.
Thank God Fackel Gas reduce their
winter rates. Never did I think My senior
years would be such a terrible struggle.
In life to live, Water is the most
essential necessity! I'm 77 yr of age
Thanks for listen.

Hopeful
Mo Ruth Price NEW 14 2003
507 Blanche Dr
St. Louis Mo. 63125

November 12th, 2003
FILE COPY

To Whom It May Concern -

I am writing to you concerning the rate proposed rate increase being proposed to the (PSC) by Missouri American Water. This company is no more located in Missouri than Queen Elizabeth.

My concerns are for our family but most of all St. Louis County residents that are on very fixed incomes. I have read that their social security increase in 2004 will be 2.1% but the supplemental Part B has taken a huge increase (I don't know how much)

The approximate of \$2⁵⁰ per month equals \$30⁰⁰ per year approximately.

Also MSD bases the sewer bills on water usage.

Now we know the MSD can only put a lien on a property for sewer service. But I am sure the almighty MO AM Water Company would have NO problem turning off anyone's water.

I am unable to attend the meeting of 12-03-03 but appreciate any and all information you can send.

Thanking you in advance.

NOV 14 2003
Patricia A. Stelmach
5214 Cornwall Estates Dr.
St. Louis, Mo 63129-1543
(314) 892-3532

P.S. MSD wants an increase also.

November 11, 2003

Office Of The Public Counsel
P.O. Box 7800
Jefferson City Missouri 65102

FILE COPY

Gentlemen

I recently received a notice from the Missouri American Water, telling us that there will be a public hearing December 3rd in Chesterfield Missouri with reference to our water rates.

Now they are calling it "Jurisdictional Annual Gross Revenues", but lets face it its nothing more than a rate increase.

How can they expect the consumer to give them a 12.2% increase when people are just getting by with 2% and 3% increases, in their pay checks? I am retired, and social Security increases have been limited to 1% each year for the Past several years.

They have added so many other charges to there billing since changing over to the new company, form the old St. Louis County Water Company.

A Minimum Customer Charge?

Plus the Usage Charge

Than a Missouri Primacy Fee?

Plus a Fire Hydrant Service

Plus a Service Line Protection Charge?

And of course the Gross Receipts Tax

If you look at the Gross Receipts Tax, that we are paying now on the usage, it adds up to almost 9%

I question the fact, that their main address is a PO Box in Alton Illinois, and they request that payments be sent to a PO box in Decatur Illinois

When will we stop allowing these out of state Companies to continue screwing the Missouri Public? Since we bought the new program from MSD they have increased their rates from \$11.00 Per Month in 2001, to a new figure this month of \$14.73 and this the third increase since 2001. And they keep getting caught with hands in the till.

Therefore If I can get a 12.2% increase in my Social Security checks, then I'll support the increase for the Water Company in their requested increase, if not, give them what we receive 1%

Respectfully Submitted

Alex Kaiser

NOV 14 2003



John G. Markovich
1458 Brenthaven Ln.
Florissant, MO 63031-2471

FILE COPY

SIRS:

No on the increase. We just recently had an increase forcing us to pay high fees for line insurance. We cannot drink our water - it is impure. How can a \$2.50 per month be justified?

John Markovich
NOV 14 2003

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 in St. Louis County using water, the proposed increase would be approximately \$2.50 each month.

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 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.

St. Louis County

DEBBIE PRUITT

301 Atwater
Dellwood MO, 63135
314 521-5734

FULL COPY

November 10, 2003

To whom it may concern:

I am very much against the proposed increase on my water bill.

We can not meet the demand for the raises the utility companies are putting on us.

The Sewer Company raised our sewer bill with no advanced notice.

They show up at least 2 times on my personal property tax. There should be some kind of way that you can shift the increase to them and not try too bleed the public dry.

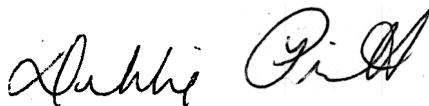
When I get a raise on my job everything goes up health insurance, union dues you name it so it ends up not being a raise at all. Every time I turn around some one wants more money.

People whether they work are if they are on a fixed income can not come up with all of the money you people seem too think there is a money tree or a golden goose but I can honestly tell you there is not.

My trash bill went up also is it going to get to the point where I have too make a decision to have running water against eating I sure hope not.

I have to work on the day of the hearing but I would appreciate any correspondence regarding this matter

Sincerely,



NOV 14 2003

FILE COPY

11/14/83

Comment to P.S.

We received notice today of the increase that Missouri American Water is seeking.

Let me see, the increase would raise their annual gross revenue by 12.2%.

Hmm we get lower than 1.0% on our C.D.'s & M.M. Plus the inflation formula is a big joke.

Who really owns our water company?

I say "no way" on that large of an increase.

Helen Heady
2010 Walnut
Verona, WI

6/1/14

NEW 200

FILE COPY

Kate Millburg
1425 Sunset Lake Rd., Apt. 8
Jefferson City MO 65109
October 27, 2003

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

RE: Missouri American Water rate case

Dear Public Counsel:

I wish to register a protest against approval of Missouri American Water's revised water service tariff sheet filing.

This company was purchase this year by RWE AG, a German corporation. At the time of purchase, they apparently judged revenue was at an attractive level. The cost of doing business has not increased by nearly the rate of increase Missouri American Water is requesting. The only apparent motivation is greed.

I urge you to protect the customers of this monopoly – who have no alternative for this vital community service – and reject the filing request for increase.

Thank you.

Sincerely,

Katherine R. Millburg

/km

16 November Addendum

Please also note that a spokesman for the Illinois American Water Co. – also owned by RGE AG – recently touted the corporation's economies of scale as a reason the city of Peoria, Illinois, would find it unprofitable to take over the company's water service to that community.

Before Missouri American Water demands a rate increase here, they should increase their revenues via those same economies of scale they are able to apply in Illinois.

Katherine R. Millburg

NOV 13 2003

John E. Haley

7814 Somerworth
St. Louis, MO 63119
(314) 961-5991 Fax: 314-961-0665
jehsmh@charter.net

November 10, 2003

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

RE: Missouri American Water - Missouri Public Service Commission

I was notified of the PSC public hearing on the revised water service tariff for Missouri American Water. The rate proposed increase is 12.2%. I will be unable to attend the public hearing on Wednesday, December 3, 2003 to explain and/or justify the increase. However, I would like to express my deep concern that the rate of increase is too high. The rate of inflation is no more than 3% per year for the past 12-18 months and this Company wants to raise the effective rate by 12.2% !

The proposed rate of increase of course will become effective immediately and will remain at this level for some time to come. It has been explained in recent mailings by this utility that the cost of repair and/or replacement of pipes and/or sewers is needed. While this may be a needed expenditure by the Company why should the user base be the only people to PAY the expense? Isn't this a foreign owned utility that pays dividends? Why not use a portion of the dividend to the shareholders to help pay for the company's infrastructure? This will ensure that long term expenses will decrease and therefore the profits likewise increase.

The consumer should not shoulder the entire burden for this company. A rate increase that mirrors the rate of inflation can be granted with justification.

Thanks for the notification of the hearing and giving a concerned utility user the opportunity to speak out.

Sincerely,

John Haley

From the desk of
Ken Colletta

FILE COPY

I am sending this letter to express my strongest protest against the rate increase being asked for by Mo. American Water.

It is outlandish. the rates are outrageous now. to ask for a 12.2% increase, when the cost of living is only raised 3% is putting a gun in the chamber back. My vote, as a St. Louis County home owner for 23 years is ABSOLUTELY NO.

KENNETH P COLLETTA
1434 SUNNYTREE LN
MANCHESTER MO 63021

Kenneth Colletta
NOV 19 2003

The water CO has Filed
for more money just like
The rest of The dam utility
CO's People are out of work
laid off all because ~~of~~ of
That dam war. NU
I am disabled, 77 and I can't
afford no ~~more~~ more money
my income \$300.00 below The
poverty level a month now
why can't They put a freeze
on every thing until This
Dam war is over? won't
that be a day you bet

\$250.00 per month to

Revised Water Service

Tariff Sheets,

Hell I don't even know what
That means I'll bet nobody
else does same as me

wish I
could spell
Boller

Wanda J. L.
831 Zeiss Ave
Lemay, MO.

63125 NOV 18 2009

FILE COPY

J. BOTWINICK
811 Westview Drive
University City, MO 63130

Nov 13, 2003

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

Dear Sir or Madam,

I do not see any justification for increasing your annual gross revenues by 12.2 percent. I am opposed to such a large increase.

This large increase would weigh especially heavy on those with fixed incomes, who are always being asked to pay more when their own meager incomes are not increased.

Sincerely,
Mrs. Joan H. Botwinick

NOV 19 2003



Mar 1, 03

FILE COPY

Dear Public Service,

I had do poor
people do? Surely for
me - I'm alright, but
my medicine is not
going to pay. A much
any more, my doctor
has gone up my throat
Pell has gone up,
I've none it's gone
up - I realize that
the letter will not
mean a down-hang

NOV 19 2003



However, I feel

I must reach my
response to someone
+ who you

Mr. Harold Abtze
West County,
Massachusetts

333 Wood-Multer
In

307, 1970

Public Service Commission

I'm writing about the Missouri America Water & their wanting a raise 4.20 this also raises our Sewer Tax that is about equal dollar for dollar raise.

Realize that we on "FIXED" income - I cannot even afford Medical Insurance let alone my diabetic meds & those for Arthritis - I must go to Social Welfare Board & some Companies do donate meds for people like me. I am sure you've heard the line about Illegal's and other new non patriotic people living in the U.S.A - they do not care about America - or what we stand for - I live on a widows U.A. Pension. only \$541.00 a month - could anyone person on your Commission live on that - Have each one try it for one month - See if it's really easy.

Also the Mo. Gas Energy wants a raise - that is another problem more money going out & wanting more & more - when does it stop?

Also Aquila - now they are a joke they have RAPED us over & over I know people who worked for years at St. Joseph Light & Power - they got "ZIP" - their money turned to

ashes - overnite - and I am sure
some who passed on - were really
spinning the their graves - Like a
Whirlpool - they worked for nothing.
Its a shame - really

My water - even when I was in California
for 6 weeks - my sister sent a ticket
and I really enjoyed my self - but
low + Behold I had a water bill
100 CF Used - $\frac{5}{8}$ inch 1 cu ft = 7.50 gal.
water 7.08 Sewer 905 - see what I
mean - I'm sure other's have also
these problems.

I'm President of VFW 1668 - 10 year new
I'm also Sec of Military Order of the Coates
#19 - Chapeau (President) of Saloon 530
of 8/40 - part of American Legion - to which
I belong as Past President and President
of Past Presidents Parley - I'm the Dept
of Missouri Representative for Camerion
Missouri Veterans Home.

These members + myself really
are against these raises - most are
Widows on fixed incomes - FIXED mean
no more + yes less - + less due to
these Company's - I like cable T.V. that
is a "Vice" - to give me pleasure - ~~Should~~
we at least have that - I have NO CELL
Phone - Some people do they get a check
monthly - getting ADC - Medicaid - I was refused
an eye operation - I need badly - to see.

My left eye is like looking thru "waxed paper".
 now I'm told my right eye is getting
 a cataract - so when + IF I reach 65
 and Medicare - I may be Blind -
 why can't American's get help
 and not our pockets slashed open.

So please consider us when
 approving these these RAISES -

Thanking You for
 All of us DotCress

FILE COPY

A NOTE FROM ...

ROBERT J NICKELS

N Robert J. Nickels
8716 Walter Midway
Saint Louis, MO 63127

11/14/03

THE 12.2% PERCENT INCREASE
REQUESTED BY THE GERMAN
OUTF THAT OWNS THE
WATER COMPANY S UO OF
LINE A 50% INCREASE IS
EVEN TOO MUCH DOES THIS
LO PAY THE STATE FOR THE
WATER THEY TAKE OUT OF ~~THE~~
RIVER? MY PENSION HASN'T INCREASED
SINCE 991 WHEN I RETIRED + MY
SOCIAL SECURITY INCREASED 10% THIS
YEAR HOLD THE LINE.

RJ Nickels



**THE AMERICAN
LEGION**



NOV 20 2003

Nov 17 2003

SC

FILE COPY

The idea of charging an additional \$2.50 per month is ridiculous. The \$9.01 charge quarterly is bad enough, every drop of water is charged and then we are expected to pay over and above for ~~what~~ we actually use. This is quite a jump for senior citizens

Sincerely
Adele Shmed

FILE COPY

John L. Sheehan
355 Calvert Avenue
Webster Groves, Missouri 63119
(314) 918-7421

November 17, 2003

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

RE: Missouri-American Water

We recently received notice that Missouri-American is seeking a 12.2% increase in its annual gross revenues. I want to strongly state my opposition to this increase.

In early 2002, Missouri-American purchased the water system in Webster Groves, Missouri from the City of Webster Groves. My immediate concern was a significant increase in our water bill, and sure enough Missouri-American did not disappoint. In analyzing our water bills from Missouri American from March 2002 to June 2003, the average daily charge for our water service, including all of the extra new fees being charged (for example a \$3.91 per month fire hydrant service charge, which was never charged before) was \$0.86 per day. Our daily charge for water service from Webster Groves from November 2000 through December 2001 was \$0.50. We would be glad to provide copies of our bills for your review. Our daily rate under Missouri American is almost 74% higher than our average daily rate under Webster Groves !! We can assure you that our water service is NOT 74% better. In fact, we would argue it might be worse; we have had two water main breaks near our house within the last few months, and we do not recall a water main ever breaking near our house while Webster was in charge of the water system (we have lived in Webster for almost 6 years).

We have written Missouri-American to protest these charges and all we received from them was a copy of a page of regulations from the Missouri Public Service Commission that Missouri-American said allowed them to charge what they were charging. In my opinion, Missouri-American has not done anything to deserve the right to increase our water bill.



John L. Sheehan

NOV 20 2003

FILE COPY

November 3, 2003

Kevin Totra
305 DeSmet Dr.
Florissant, MO 63031

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

Dear Sir or Madam,

I am writing in regards to the flyer I received in the mail along with my water bill from Missouri-American Water Company. The flyer stated that Missouri-American is proposing a rate increase of approximately \$2.50 each month to your current water bill. I have a comment that I would like to express regarding the rate increase.

My current water bill averages \$38.00 every three month period. The proposed increase of \$2.50 each month would equate to an approximate 20% increase in my quarterly bill. This is absurd! The current rate of inflation is approximate 2.3%. The increase in my water bill should not be more then 8X the current rate of inflation.

With the high unemployment rate and the economy just starting to recover, I feel this high of an increase would more then double the default rate of current water customers of Missouri-American Water Company. I propose a more modest increase on par with inflation, say a 2.5% increase for the year. This would equate to approximately \$3.80 per year, or \$.95 per quarterly bill.

When you break down the amount that Missouri-American Water Company is asking for statistically, you will see that a 20% increase is abnormally high.

I am unsure how my argument against the rate increase coincides with the revised water service tariff sheets that Missouri-American has filed with the Missouri Public Service Commission, but I urge you to reconsider the rate increase and vote in favor of a more modest increase, if any rate increase at all.

Thank you for hearing my concerns.

Thank you,



Kevin Totra

NOV 21 2003

FILE COPY

November 14, 2003

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

RE: Increases for Aquila, Inc. and Missouri-American Water Co.

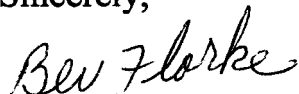
I was very concerned when I sat down to write out my electric bill (Aquila) and my water bill (Missouri-American Water). In both envelopes, I found a notice where both companies want a raise, which would amount to approximately \$13.00 a month.

I am very much opposed to this these raises. I am a widow and my income is very low. I work for the state of Missouri, and as you know, they are in a distressed situation. We do not get raises, etc., but these companies always want to raise their prices every year.

I do hope that you will **deny** both companies the raises that they are asking for.

Perhaps, the companies could **pay** their **upper management** less and I imagine that would cover most of the raises they are looking for.

Sincerely,



Bev Florke
#7 Bluebird Drive
Agency. MO 64401

11.19.03

Madam/Sir:

FILE COPY

I do wish to secure additional information detailing a 35%+ increase in water service cost increases.

Please mail in a timely -- I'd like to attend a PSC @ 5:00 pm @ St. Louis County on Wednesday, 3 Dec 2003.

Thanks.

1-573-431-8253
1-314-994-7248

NOV 24 2003

North Hayes

Bill & Marilyn Keller

9127 Medallion Court • Saint Louis, Missouri 63126-2538

(314) 842-0869

Office: (314) 772-6505

Office Fax: (314) 772-6508

FILE COPY

November 15, 2003

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

Subject: Missouri American Water 12.2% increase

Dear Public Counsel:

I wish to protest another water rate increase of 12.2% in writing as I am unable to attend the public meeting in Chesterfield, Mo on December 3, 2003.

As a senior citizen on Social Security, I wish to understand why the Missouri American Water Company requires an increase percentage greater than the 2.1% I will be provided by the U.S. Government Social Security Administration? Mrs. Keller and I are getting very tired of seeing necessary items (Gas, Electric, & Water) outstripping the national CPI rate.

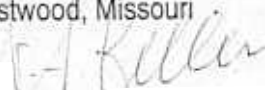
Further, we wish to understand why Missouri American requires another increase, after being granted one last year? Do they think our pocketbook is bottomless?

As one who is a retired manager, I would suggest Missouri American Water needs to look inside their organization for cost cutting measures. The sign of good management does not always take the easy way of raising prices.

I urge the Missouri Public Service Commission to deny this rate increase, further order an audit to scrutinize expenses for possible expense savings.

Cordially,

William and Marilyn Keller
Crestwood, Missouri



NOV 24 2003

November 18, 2003

Missouri American Water
535 North New Ballas Road
St. Louis, Missouri 63141

FILE COPY

To Whom It May Concern:

This letter is in response to the statement we received concerning the proposed increase in our water bill. I contacted the Public Counsel and made it clear that we are very much against an increase on our water bill. We are very upset that we are being charged a customer charge on every quarterly bill of \$9.01, whether we use water or not. If I were able to switch water companies, it would have been done a long time ago, right after receiving our first bill, after Florissant sold the water rights to your company. Our water bills have practically doubled since your company took over. I would really like to know if it is legal for a company to charge a company a fee, whether they use there service or not. I would never use a credit card with a fee, some people do, not us. We don't like giving our hard earned money away. You need to reconsider raising everyone's bill. Something is just not right. I believe research needs to be done on some of these charges, that the public has no control over (customer charge, fire hydrant service, service line protection). Since we've had your service, we have yet to see a Missouri Water Truck on our street maintaining anything.

Regretfully,

Glen and Pam Lindemann
1375 Mallard Lane
Florissant, Missouri 63031
314-921-3471

cc:

Missouri American Water
Public Counsel

NOV 24 2003

Ms. Jeanette Peterman
9330 Melanite Dr
St Louis, MO 63137

314-867-1890

11E COPY

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

re: Missouri American Water
Water Service Tiff photo

Our water bill is
terribly high most
I say me to the
3.50 monthly increase

Please represent me
in this manner as a
taxpayer and resident

NOV 2 2003

Sincerely
Jeanette Peterman

Ata U. Siddiqui
13112 Bellerive Farm Drive
Saint Louis, MO 63141

FILE COPY

The Public Counsel
Missouri Public Service Commission
P O Box # 7800
Jefferson City, MO 65102

November 18, 2003

Ref: Filing my opinion against proposed increase in water service tariff

Dear Counsel,

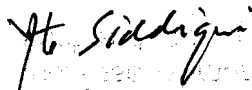
I am responding to the notice about proposal of increase in water tariff by Missouri American Water Company. When I look at the quarterly water bill, I see numerous charges with no explanation whatsoever. I have had called the company to find out about the "minimum usage charge" on top of the actual charges but I did not get explanation. I then wrote a letter to the company with no response for past year and a half.

In their proposal a residential customer like myself will see increase of \$2.50 a month or \$30.00 a year and if you add local and state taxes to that it would be an increase of more than \$37 a year. I do not know how the company can justify such a drastic increase in their tariff.

With increasing cost of living and increasing unemployment I think it would be a huge burden on consumers if the proposal is accepted. I strongly urge you to please ~~to please~~ deny them this proposal and ask them to improve their efficiency and do some cost cutting before thinking of raising the tariff.

Thank you,

Yours truly,


Ata Siddiqui

6047

NOV 19 2003

NOV 19 2003

NOV 19 2003

NOV 19 2003

NOV 19 2003

NOV 24 2003

Elizabeth E Wilks
3234 Highland
Joplin, MO 64804

F E COPY

November 19, 2003

Office of the Public Counsel
Post Office Box 7800
Jefferson City, Mo. 65102
Dear Sir:

Re: Missouri - American Water Company
Request for Rate Increase

Unfortunately, when the hearings for the rate increase are being held, I will be visiting out of state. However I do want you to know that I am unalterably opposed to an increase in any amount.

I am an elderly widow with a very limited income. Any increase will be a financial hardship for me. But a 12.2% boost? Perhaps Missouri - American needs to take a hard look at their excessive operating costs. Surrounding communities seem to find a way to furnish water to their populations at more reasonable rates.

Thank you for your assistance in this matter

Sincerely
Elizabeth E. Wilks

NOV 2 2003

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 in St. Louis County using water, the proposed increase would be approximately \$2.50 each month.

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, 890 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.

NOV 26 2003

St. Louis County

Bolin, Kim

From: O'Neill, Ruth
Sent: Monday, December 01, 2003 1:49 PM
To: Bolin, Kim
Subject: FW: Public Comment for MAW

Kim,
Please take note of this customer response in WR-2003-0500.
Ruth O'Neill

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

From: Heidi Schoen [mailto:h_schoen@earthlink.net]
Sent: Monday, December 01, 2003 11:51 AM
To: ruth.oneill@ded.mo.gov
Subject: Public Comment for MAW

Ms. O'Neill:

I am contacting you to make a public comment for the Wednesday December 3, 2003 meeting in Chesterfield concerning a rate increase for Missouri American Water. I would like to go on record to oppose a rate increase due to the negligent way a water main break was not taken care of in my neighborhood. For three months, a water main break has created a stream of water 3' wide down the 3500 block of Oxford in Maplewood. I have reported it several times along with others in the neighborhood. The cold weather has turned this large area into a hazardous ice slick.

I want Missouri American Water to earn my trust. Just like you would expect from anyone. First do a good job then ask for a raise!

Heidi Schoen
3621 Oxford Blvd.
Maplewood, MO 63143
314-646-0729

I can not attend the meeting. Please make this comment known at that meeting. Thank you in advance.

12/02/2003

Bolin, Kim

From: O'Neill, Ruth
Sent: Monday, December 01, 2003 1:50 PM
To: Bolin, Kim
Subject: FW: Missouri American Water

Kim,
Please note this customer response from WR-2003-0500
Ruth O'Neill

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

From: Harrison, Kathy
Sent: Monday, December 01, 2003 9:09 AM
To: O'Neill, Ruth
Subject: FW: Missouri American Water

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

From: Kerwinn Williams [mailto:kerwinn_williams@yahoo.com]
Sent: Monday, December 01, 2003 9:06 AM
To: mopco@mail.state.mo.us
Subject: Missouri American Water

I will not be able to attend the meeting in Chesterfield on Wednesday, December 3, but wanted to include my voice in this request for a rate increase by Missouri American Water.

This increase appears insignificant because of the \$2.50 per month quoted estimate, but I have a major objection to the idea that any company should actively pursue a 12.2 percent increase in revenues while inflation is rising at such a historically low amount. I understand the need to increase fees to continue operations, but to take this much of an increase while individual wage earners are supposed to be happy with a 2 to 3 percent increase is appalling.

How are we supposed to continue as satisfied customers if we know that there is an almost 10 percent difference between what they are receiving compared to what we receive?

I request that the Missouri Public Service Commission reject this request by Missouri American Water. The company should scale back its projections of what is necessary for them to maintain and expand their service to Missouri customers.

Sincerely yours,

Kerwinn L. Williams

1473 Hawkins Meadow Drive
Fenton MO 63026

Do you Yahoo!?
[Free Pop-Up Blocker - Get it now](#)

12/02/2003