

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

JAN 29 2008

Guy Thomas

(your name)

Complainant,

vs.

Evergreen Lakes Water Supply

(utility company's name)

Respondent.

Missouri Public  
Service Commission

Case No. \_\_\_\_\_

COMPLAINT

1. Complainant resides at 3499 Central Ave Catawissa  
MO. 63015

2. Respondent, Evergreen Lakes Water Supply, P.O. Box 138 Cedar Hill MO  
(Company's name and address) 63016

Evergreen Lakes Water Supply, is a public utility providing  
service to complainant's residence.

3. As the basis of this complaint, complainant states the following facts: \_\_\_\_\_

See attachment

In mid August 2005 I talked to Eunice Jones at Evergreen Lakes Water Supply to order two water taps. I was told the price was \$75.00/tap and she would call back when ready to install tap. I waited about a month and heard nothing from the water company, so I called and talked to Eunice Jones again, she told me the plumber was sick, the weather was too bad, they had to rent the equipment, I heard a few excuses, she said the plumber would call me to schedule a time to meet. I finally met with a man named Terry Jenkins, the plumber, we went over where he would put the water tap, he told me he would call me and tell me what day he would install the tap. While I was waiting to get the installation of the water tap, I was informed by a neighbor that the water rates went up. I called and asked Eunice Jones about the rate increase and was informed that now the price was \$800.00/tap. I called the Missouri Public Service Commission and made a complaint (# C200603873) I was told there was nothing I could do about it. (I was not told that I could write a formal complaint.) I then called Eunice Jones and asked if she could wait till my construction loan was complete. I did not think this would be a problem since I had already waited over two months. I did not find out about the formal complaint until my brother Erik Thomas told me he had written a complaint and won his case (# 2006-0423). I did nothing because I had not received a bill. I received my first bill in Oct 2007. I feel if I had known about this formal complaint I could have taken care of this in 2005. I also feel like Eunice and the plumber, Terry Jenkins knew about the rate increase and took their time so they could make more money. At first I wanted two lots tap and felt like I should still fight and get the seconded lot for the quoted amount of \$75.00, but I am only concerned about the tap at my residences.

After my tap was completed I had my yard graded and found that my lot already had a water meter pit dug and in place. Evergreen Lakes Water Supply never told me that the tap was there. It would have taken less than an hour to install a meter and be complete. All of this could have been avoided if the Water Company was not trying to scam its customers out of money.

I have also asked the Water Company to fix two open pipes in my yard, Eunice and Terry the plumber both have seen the pipes and still do nothing to fix the pipes. I have kids and dogs that play in my yard and would like help in making Evergreen Lakes Water Supply do their job and fix the hazards in my yard.

4. The complainant has taken the following steps to present this complaint to the respondent: see attachment

WHEREFORE, complainant now requests the following relief: I want to be billed the original amount quoted of \$75<sup>00</sup>. The water company should be held accountable for their attempt to scam me out of money by waiting till the rate increase to install my meter, when requested months before. I also want the hazards in my yard repaired.

1-20-08

Date

Guy Thomas

Signature of Complainant

First Bill

Evergreen Lakes Water Supply  
P. O. Box 138  
Cedar Hill, MO 63016  
636-274-2636

Billing Period  
From 09/21/07  
To 10/21/07

Thomas, Guy  
3499 Central  
Catawissa, MO. 63015

Due Date 10/25/2007

Current Reading	-	Previous Reading	=	Gallons Used
110810		0		110,810

Current Bill \$ 235.31

Tap On \$ 800.00

Previous Balance \$

Primacy Fee \$

Late Fee \$

Balance Due \$1035.31

Rates \$7.71 minimum bill + 2.054 Per 1000 gallon usage

Primacy Fee is an annual fee we collect and mail to DNR

Oct 7.71      Nov 7.71      Dec 7.71

250.73

227.60

FORM NO. 13 P.S.C.MO. No. 2 1st {Original} SHEET No. 4  
{Revised}  
Cancelling P.S.C.MO. No. 2 {Original} SHEET No. 4  
{Revised}

Evergreen Lake Water Company

Name of Issuing Corporation

For All Certified Areas in  
Community, Town or City  
Franklin County, Missouri

RECEIVED

SCHEDULE OF RATES

DEC 10 1992

MISSOURI  
Public Service Commission

Availability:

The following rates are applicable to all customers adjacent to the company's distribution mains using standard water services:

Rate Schedule:

Customer Charge	5/8"	\$ 5.14
	1"	12.85
	1 1/2"	25.69
Commodity Charge		\$ 1.54 per 1000 gal.

This rate is exclusive of any gross receipts or franchise taxes.

Tap-on Fee:

Tap-on fee for meter sizes indicated below:

5/8" - 3/4"	\$ 75.00
1"	\$ 90.00
1 1/2"	\$ 110.00
2" single registered	\$ 150.00
2" compound	\$ 200.00
Over 2" Net Cost Plus	\$ 20.00

Service Charges:

Turn-off/Reconnection Charge (see Rule 7)	\$ 10.00
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CANCELLED

OCT 27 2005

by 2nd RS 4  
Public Service Commission  
MISSOURI

FILED

\*Indicates new rate or text  
+Indicates change

JAN 10 1993  
93-187

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE December 10, 1992 DATE EFFECTIVE January 10, 1993  
month day year month day year  
ISSUED BY Walter Ficken President, PO Box 138, Cedar Hill, MO 63016  
name of officer title address

P.S.C. MO No. 2

Original Sheet No. 4A

Canceling

P.S.C. MO No. 2

Evergreen Lake Water Company  
Name of Issuing CompanyFor: All Certified Area in Franklin County  
Certificated Service Area**Schedule of Rates, cont'd**Returned Check Charge \*

A returned check charge of \$20 per check will be paid on all checks returned from the bank for insufficient funds.

Service ChargesTurn-off/Reconnection Charge  
(see Rule 7)

\$ 20.00

+

Tap-on Fee

Tap-on fee for meter sizes indicated below:

5/8"	\$800.00	+
1"	\$815.00	+
1 1/2"	\$825.00	+
2" single registered	\$850.00	+
2" compound	\$900.00	+
Over 2" Net Cost Plus	\$ 20.00	

\* Indicates New Rate or Text

+ Indicates Changed Rate or Text

**FILED**  
**MO PSC**  
WR-2006-0131Issue Date: September 27, 2005  
Month/Day/YearEffective Date: October 27, 2005  
Month/Day/YearIssued By: Rose Ficken, President  
Name & Title of Issuing OfficerEvergreen Lake Water Company  
Company Mailing Address

Water meter that already exist on lot.





New water meter that i did not  
need to install.





Open pipes that are hazards in my yard.

