

NOV 01 2017

Robin L. Steiner

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:28 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: 851 Lakeshore

Missouri Public  
 Service Commission

LPH Exhibit No. 4  
 Date 10.18.17 Reporter GR  
 File No. WR.2017.0259

--  
 Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: callmeal59  
[callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Thursday, 11 August 2016, 08:19AM -05:00 Subject: RE: 851 Lakeshore

The part about using different types of equipment seemed like a stretch but I didn't say anything about it to the company. The owner was the one I had talked to so hopefully my e mail to him got his attention and he will make sure his contractor is doing what he is supposed to be doing. I did ask if the contractor was being paid by the hour or by the job and he said he was being paid by the job so at least he isn't billing more hours this way. When I asked the owner about notification he said they had notified everyone in newsletters, emails, correspondence with the Home Owners Association, and that he personally went to the big summer Saturday July 9th HOA meeting to discuss this with the residents as well. He also said they follow up with every call to tell them repairs will be done at the project's completion to again minimize costs.

I will follow up in September to see how yard repairs are going but, as always, feel free to contact me and let me know how things are going.

---

**From:** callmeal59 [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Tuesday, August 09, 2016 7:59 PM  
**To:** Spratt, David  
**Subject:** RE: 851 Lakeshore

Hey Dave,

It was a backhoe used for both procedures..I found it interesting that you said they notify us before and after the work.... When they put the meter in, I found out they had done it when I got down there for the weekend (no notice).

I happened to be there last week when they did the line from the street....That's when the guy told me he didn't know if the yard would be back in order this year!!! I didn't know they were coming until they pulled up!!



Anyway, I guess we will see what September brings....

Thanks once again for your attention.. It is truly appreciate!!

We will keep in touch..

Al

Sent from my MetroPCS 4G LTE Android device

----- Original message -----

From: "Spratt, David" <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)>

Date: 8/9/2016 1:17 PM (GMT-06:00)

To: "callmeal59@aol.com" <[callmeal59@aol.com](mailto:callmeal59@aol.com)>

Subject: RE: 851 Lakeshore

Mr. Brandl-

I contacted the company to get more information about the work being done in your area and I received a quick response. I did not mention you by name or address. I merely said that we had heard from some customers who had similar concerns about the yard restoration.

I was told that the work has been bid by a contractor and that the service lines and meter jobs were done on separate orders because of the equipment needed for each (which it seems to me a backhoe would have been needed on both). I was also told that yard restoration is slated to happen in September. The company said that customers were notified of the work to be done and that they are notified after the work when they believe restoration will be done. If nothing is done in September please let me know and I will be happy to follow up with the company again for you. I am meeting with the company and DNR in a couple of weeks to inspect the new facilities that have been installed by the new water company. Hopefully I can see some progress by then or get some more information directly from the company.

Please feel free to contact me anytime and keep me informed about what is going on in your area.

Thank you-

Dave

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]

**Sent:** Sunday, August 07, 2016 3:40 PM

**To:** Spratt, David

**Subject:** 851 Lakeshore

Hey Dave...

The new water company put in a new meter a couple of months ago and left me a mess... When I called, I was told they will be back in the fall to level everything up. After breaking a few tractor blades, I decided to do it myself because. I could live with the I had it, but last week, I got another surprise! They replaced the line going from the meter out to the street and left a bigger mess than before! When I asked the young man in charge, he said "they" will be back to level it off, but he didn't know if it would be this year or not...He also said he would do his best to level it off when they finished replacing the line. I have attached pictures.. I cannot cut half of my front lawn because of the condition of the terrain... Why didn't they do this at one time??? (when they replaced the meter.) I am not happy!!!!!!

What can I do to get my yard fixed before next year?? (assuming they DO come back.)

Looking forward to your thoughts!!

Thanks,

Al Brandl

Sent from Windows Mail

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:27 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: 851 Lakeshore

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Friday, 09 December 2016, 00:17PM -06:00 Subject: RE: 851 Lakeshore

I have left a message for the operator of the system to see if he has heard about it and gotten anything on the schedule yet but I have not heard anything back yet. I will keep trying to get some more information.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Friday, December 09, 2016 11:12 AM  
**To:** Spratt, David  
**Subject:** 851 Lakshore

Friday, Dec.9....11 am

--

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:27 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: F.Y.I.

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Monday, 12 December 2016, 07:48AM -06:00 Subject: RE: F.Y.I.

I called the operator and received a call from the Company on Friday following up on it. I gave him all the information and he said he would look into it. I am hoping something is done soon.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Saturday, December 10, 2016 10:31 AM  
**To:** Spratt, David  
**Subject:** F.Y.I.

David,  
Received this attached post this morning from my neighbor at 851 Lakeshore!! (Saturday, Dec. 10, 2016).  
Thanks,  
Al

--  
Sent from AOL Email App for Android

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:27 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: 851 Lakeshore (cust.# IH584)  
**Attachments:** 20161212\_112655.jpg; 20161212\_112702.jpg; 20161212\_112905.jpg; 20161212\_112913.jpg

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: [callmeal59@aol.com](mailto:callmeal59@aol.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Cc: [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Monday, 12 December 2016, 05:43PM -06:00 Subject: 851 Lakeshore (cust.# IH584)

To Indian Hills Utility Operator,

I know that you know that I have a leak at my house at 851 Lakeshore. I have reported it TWICE to your customer service line with no return contact. I was told BOTH times that I would get a return call! I have now reported the leak to the Public Service Commission. (But you already know this.) This leak is getting worse and if it damages my home, it will cost you a lot more than just sending someone out to fix it!!! I am hoping this will get your attention and this gets resolved so I don't have to get an attorney involved. By the way, this leak has been fixed twice before and was supposedly totally reworked during "Phase 1". Looking for a response...  
Al Brandl  
(314) 566-0663  
photos attached

Sent from Windows Mail

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:27 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Re: 851 Lakeshore (cust.# IH584)

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Support Indian Hills  
[support@indianhillutilityoperatingcompany.com](mailto:support@indianhillutilityoperatingcompany.com) To: [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Tuesday, 13 December 2016,  
09:02AM -06:00 Subject: Re: 851 Lakeshore (cust.# IH584)

Mr. Brandl,

I apologize I didn't see this email from you before we just talked on the phone. I have forwarded this information on to the appropriate person and assure you we will get this taken care of. Please let me know if you do not hear from someone soon.

Melinda

On Mon, Dec 12, 2016 at 5:43 PM, <[callmeal59@aol.com](mailto:callmeal59@aol.com)> wrote:

To Indian Hills Utility Operator,

I know that you know that I have a leak at my house at 851 Lakeshore. I have reported it TWICE to your customer service line with no return contact. I was told BOTH times that I would get a return call!

I have now reported the leak to the Public Service Commission. (But you already know this.) This leak is getting worse and if it damages my home, it will cost you a lot more than just sending someone out to fix it!!! I am hoping this will get your attention and this gets resolved so I don't have to get an attorney involved. By the way, this leak has been fixed twice before and was supposedly totally reworked during "Phase 1".

Looking for a response...

Al Brandl

(314) 566-0663

photos attached

Sent from Windows Mail

--  
Thank you,

Indian Hills Utility Customer Support

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:26 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Leak

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Support Indian Hills  
[support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) To: [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Friday, 17 February 2017,  
05:23PM -06:00 Subject: Leak

Mr. Brandl,

I have forwarded your email to the appropriate person to take care of the issue. I apologize for the inconvenience the leak has caused and hope that it is quickly remedied.

--

Thank you,

Indian Hills Utility Customer Support



**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:25 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: 851 Lakeshore

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Tuesday, 21 February 2017, 08:01AM -06:00 Subject: RE: 851 Lakeshore

I am sorry for the problems. I will contact the company and make sure they are planning to repair it.

Thanks for keeping me informed.

Dave

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Saturday, February 18, 2017 5:33 PM  
**To:** Spratt, David  
**Subject:** 851 Lakeshore

Hey Dave..

I have a leak again in the same spot at 851 Lakeshore! The ground hasn't even settled from the last time they repaired it!

I called the customer service line on Friday afternoon and was told they are just an answering service but will send the info to the office!

I also went online and reported it to the customer service part of the website!

I received an email Friday evening from a woman in the office sating she was sorry and will report it!

I really hope they fix it correctly and in a timely manner this time! This is the 3rd or 4th time the NEW water company has fixed the same leaking area!

I have attached pics!!

Thanks,

Al Brandl

314-566-0663

--

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:25 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: 851 Lakeshore

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Tuesday, 21 February 2017, 10:58AM -06:00 Subject: RE: RE: 851 Lakeshore

That is good to hear.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Tuesday, February 21, 2017 10:56 AM  
**To:** Spratt, David  
**Subject:** Re: RE: 851 Lakeshore

Thanks!! I got a call from Ben (the person in charge of fixes out there) today and he says they will be fixing it!  
I will keep you posted!  
Al

--  
Sent from AOL Email App for Android

Tuesday, 21 February 2017, 08:01AM -06:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

I am sorry for the problems. I will contact the company and make sure they are planning to repair it.

Thanks for keeping me informed.

Dave

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Saturday, February 18, 2017 5:33 PM  
**To:** Spratt, David  
**Subject:** 851 Lakeshore

Hey Dave..

I have a leak again in the same spot at 851 Lakeshore! The ground hasn't even settled from the last time they repaired it!

I called the customer service line on Friday afternoon and was told they are just an answering service but will send the info to the office!

I also went online and reported it to the customer service part of the website!

I received an email Friday evening from a woman in the office saying she was sorry and will report it!

I really hope they fix it correctly and in a timely manner this time! This is the 3rd or 4th time the NEW water company has fixed the same leaking area!

I have attached pics!!

Thanks,

Al Brandl

314-566-0663

--

Sent from AOL Email App for Android

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:25 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: leaking...2/25/17 851 Lakeshore

--  
Sent from AOL Email App for Android

----- Forwarded Message -----  
From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Friday, 03 March 2017, 00:51PM -06:00 Subject: RE: leaking...2/25/17 851 Lakeshore

I have reached out to the company and left a message about the leak but I have not heard anything back from them. That is very unusual. Have you had any response from them yet?

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Saturday, February 25, 2017 3:20 PM  
**To:** [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com); Spratt, David  
**Subject:** Fw: leaking...2/25/17 851 Lakeshore

Sent from Windows Mail

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com)  
**Sent:** Saturday, February 25, 2017 3:19 PM  
**To:** [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com), [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)

Hello again...

Last Friday I reported this leak at 851 Lakeshore.. Weather has been very good...NOT an excuse for not getting to it!! There is water sitting on top of the meter lid... I guess the pit is full...It is getting worse...Please fix!!

Al Brandl

314-566-0663

Sent from Windows Mail

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:24 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: 851 Lakeshore

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Monday, 06 March 2017, 08:50AM -06:00 Subject: RE: 851 Lakeshore

Al-

I contacted the owner and he said that they are working on several leaks in IH and trying to prioritize them. He will get back to me after looking at it and I will let you know what is going on.

Thanks for keeping me informed. Sorry for the delay.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:callmeal59@aol.com]  
**Sent:** Saturday, March 04, 2017 9:38 PM  
**To:** Spratt, David  
**Subject:** 851 Lakeshore

Hey David,  
As expected, nothing has been done regarding my leak! In one picture, you will notice that the area around the leak is green which shows the extent and length of time it has been leaking! It has been leaking almost 3 weeks now. I don't see how they can justify rate increases with such subpar service!  
Fixing it correctly the first time would have spared me, them and you this aggravation!

Thanks,

Al

--  
Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:24 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: 851 Lakeshore

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Monday, 06 March 2017, 09:47AM -06:00 Subject: RE: RE: 851 Lakeshore

The operator called me and said that he plans to do a full service line replacement tomorrow (weather permitting). This of course will be up to the meter only. Any leaks that occur beyond the meter are the customer's responsibility.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Monday, March 06, 2017 9:10 AM  
**To:** Spratt, David  
**Subject:** Re: RE: 851 Lakeshore

Thanks!!  
I was out there over the weekend and saw VERY few leaks!! I get the feeling that they don't start repairs until they have enough to justify doing them!!! That is not a good way to do business!! Also, the leaks that I did see are the same ones that have been leaking for WEEKS!! I would like to get my yard in good shape for spring!! I hope they fix it correctly this time!! This is tiring!!  
Thanks again...  
Al

--  
Sent from AOL Email App for Android

Monday, 06 March 2017, 08:50AM -06:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Al-

I contacted the owner and he said that they are working on several leaks in IH and trying to prioritize them. He will get back to me after looking at it and I will let you know what is going on.

Thanks for keeping me informed. Sorry for the delay.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Saturday, March 04, 2017 9:38 PM

**To:** Spratt, David

**Subject:** 851 Lakeshore

Hey David,

As expected, nothing has been done regarding my leak! In one picture, you will notice that the area around the leak is green which shows the extent and length of time it has been leaking! It has been leaking almost 3 weeks now. I don't see how they can justify rate increases with such subpar service!

Fixing it correctly the first time would have spared me, them and you this aggravation!

Thanks,

Al

--

Sent from AOL Email App for Android



**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:24 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: Update

---  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Monday, 13 March 2017, 00:08PM -05:00 Subject: RE: Update

Matt works on Tuesdays for the water company. I will check with him and see if he will be able to get to it tomorrow. If he can't do it tomorrow then we will see what else needs to be done.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Saturday, March 11, 2017 8:38 PM  
**To:** Spratt, David  
**Subject:** Update

Hi David,  
Ben called me on Tuesday (March 7) and told me that they were not going to get to my leak that day because they had a priority leak they needed to fix.  
He said they would get to it the next day.  
On Wednesday evening, he called again to inform me that Matt (the former I H utility water guy who works for the road crew now) had to work 12 hours on the toad crew and couldn't get to it! He also said that he was trying to get ahold of an outside contractor to fix it on Thursday. I have not heard from him since and as of Saturday it hasn't been fixed! Maybe you could check into this situation for me.  
Please remind them that this is supposed to be a full service repair! (From valve to valve...street to the meter in the yard). I really don't want to keep having the same issue!  
Thanks,  
Al

--  
Sent from AOL Email App for Android

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:23 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: Update

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Wednesday, 15 March 2017, 01:00PM -05:00 Subject: RE: Update

As of now the leak has still not been repaired. The operator says they have had several leaks and they are prioritizing them but they need more help. He is leaning on the company to hire an outside contractor to come in and help with repairs. I will keep working with the company and I will let you know if I hear anything about it.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Saturday, March 11, 2017 8:38 PM  
**To:** Spratt, David  
**Subject:** Update

Hi David,

Ben called me on Tuesday (March 7) and told me that they were not going to get to my leak that day because they had a priority leak they needed to fix.

He said they would get to it the next day.

On Wednesday evening, he called again to inform me that Matt (the former I H utility water guy who works for the road crew now) had to work 12 hours on the toad crew and couldn't get to it! He also said that he was trying to get ahold of an outside contractor to fix it on Thursday. I have not heard from him since and as of Saturday it hasn't been fixed! Maybe you could check into this situation for me.

Please remind them that this is supposed to be a full service repair! (From valve to valve...street to the meter in the yard). I really don't want to keep having the same issue!

Thanks,

Al

--

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:23 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: 851

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Monday, 20 March 2017, 09:06AM -05:00 Subject: RE: 851

Thanks for the update. Hopefully between your calls and mine we will get it fixed. I do understand the need to prioritize and fix larger leaks first because of the impact it can have on the overall system but communication is always important too.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Monday, March 20, 2017 8:52 AM  
**To:** Spratt, David  
**Subject:** 851

--Hi Dave,

I just talked to Ben out at Indian Hills and he said "tomorrow" it will be fixed..I reminded him that he said the same thing 2 weeks ago and I hope they do really fix it tomorrow!! Just updating you!!!

Thanks,

Al

Sent from AOL Email App for Android

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:22 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Indian Hills Utility Co - increase in water rates (sent on behalf of Al Brandl, 851 Lakeshore)  
**Attachments:** Letter to the PSC re IH Utility water rate increase.pdf

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Robin L. Steiner [Steiner@capessokol.com](mailto:Steiner@capessokol.com) To: [David.spratt@psc.mo.gov](mailto:David.spratt@psc.mo.gov) Cc: [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Tuesday, 02 May 2017, 07:37AM -05:00 Subject: Indian Hills Utility Co - increase in water rates (sent on behalf of Al Brandl, 851 Lakeshore)

Dave, Al Brandl asked me to forward the attached letter to you. We tried to email it to the 2 addresses shown in the utility company's notice, but both email addresses failed. So we have mailed hard copies of the letter to the 2 parties shown. Thanks.

Robin

Robin L. Steiner

Manager, Business & Finance and Real Estate Services

*Capessokol*

**Pierre Laclède Center**

7701 Forsyth Boulevard, Twelfth Floor

St. Louis, Missouri 63105-1818

**P:** 314.505.5474

**F:** 314.505.5475

[capessokol.com](http://capessokol.com)

# CAPES SOKOL

*Capes, Sokol, Goodman & Sarachan, P.C. CONFIDENTIALITY NOTICE: The materials enclosed with this email transmission are private and confidential. The information contained in the material is privileged and is intended only for the use of the individual(s) or entity(ies) named above. If you are not the intended recipient, be advised that unauthorized use, disclosure, copying, distribution, or the taking of any action in reliance on the contents of this emailed information is strictly prohibited. If you have received this email transmission in error, please immediately notify us either by telephone or by email to arrange for return of the emailed information to us.*

BRANDCO PROPERTIES, LLC  
Alan L. Brandl, Manager  
5625 Lisette Ave  
St. Louis, Missouri 63109  
(314) 457-9260  
(314) 566-0663 (cell)

May 1, 2017

Email: [watersewercomments@psc.mo.gov](mailto:watersewercomments@psc.mo.gov)

Email: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

Public Service Commission

Attn: Water/Sewer Dept.

PO Box 360

Jefferson City, MO 65102

Office of the Public Counsel

Water/Sewer Dept.

PO Box 2230

Jefferson City, MO 65102

Re: Indian Hills Utility Operating Company  
Indian Lake, Cuba, Crawford County, Missouri  
Case No. WR-2017-0259  
Initial Customer Notice Dated April 21, 2017

Dear Commissioners and Counsel:

I own property in the Indian Hills development in Cuba, Missouri - at 851 Lakeshore - so I have a vested interest in the future of this development.

As you know, after Jim Stanley passed away, his widow, Lois Stanley, sold the utility company to the Indian Hills Utility Operating Company and Josiah Cox. I am sure it is no secret that the Stanleys neglected the well and water distribution system and did only the bare minimum required to keep it running. We were not surprised when Lois elected to sell the company after Jim's death.

We are surprised, however, that the new owners have (a) half-heartedly repaired things, (b) destroyed our roads and a fair amount of our yards, (c) been unresponsive and/or out-right lied to us, and (d) presented a request for a rate increase that, frankly, shocks the conscience. We have heard from MANY of our neighbors about the service (or lack thereof). We actually urged many of them to give the new Utility Company a chance believing that anything must be better than what we had previously experienced. We were wrong. Our experiences started almost immediately and are ongoing today. Once we realized what we were in for, we started keeping a journal.

\* 11 year owner

Here is just a small sampling of what we've been through at the 851 Lakeshore property:

Date	Description
12/2/16	Reported leak at 851 Lakeshore to 866 customer service number
12/6/16	Called again and was told a "supervisor" would call me back (no return call)
12/8/16	Emailed Dave Spratt at PSC because I have not heard anything
12/12/16	Emailed customer service again about leak at 851 Lakeshore
12/13/16	Called 866 number again; they told me they would report it again; they also told me to call the "866 number"...I told them that is how I got to THEM!! Also called Dave (PSC) and he told me he had met w/ the water co. the day before and was told they would look into it
	Got a call from "Ben" at IH Util.Co. (Project Mgr.); he says he is the one who coordinates "fixes". He will look into it. Fixed shortly after.
2/18/17	Same leak starts again; contacted cust serv; emailed Dave (PSC)
2/21/17	Dave replied by email that he would contact service; Ben also calls and tells me it will be fixed
3/6/17	Leak still not fixed; told by Dave and Ben it will be a full service fix to be done the next day (3/7)
3/7/17	Ben called; said our leak was a "priority leak" and that it "had to be fixed and that it would be fixed the next day" (3/8)
3/8/17	Ben called again; He said Matt (worker) had worked 12 hours and couldn't get to it; he was trying to get outside contractor to fix it the next day (3/9)
3/15/17 (approx)	No more communications from Ben (or anyone); finally fixed nearly 2 weeks later
5/1/17	Ground still not repaired - BIG ruts (see photos)

\* Fixed Ground (still leaking)

In most of my telephone discussions with Ben, he says that there are numerous leaks at the lake and they are working as hard as they can to repair them and that he'll get to our leak as soon as they can... When we drive around the lake, we do see lots of leaks, but what we DON'T see is anyone working to repair them!

The ruts that they've left in our roads from the initial replacement of the meter pits and lines are beyond dangerous. Our roads weren't great before but they are nearly impassible now. The Board has asked us to consider making a huge investment in repairing all of the roads, but why would we do that when they will just be torn up by the water company as it makes its half-baked repairs (assuming they actually make them - my money says they'll just let them leak like they do now and the water will degrade the pavement into total disrepair.)

The increase that Mr. Cox is seeking is beyond absurd. First, there is no breakdown of costs or substantiation for the amounts he says he has spent in connection with the repairs. For the

almost 800% increase that he is requesting, he should have installed gold-plated valves and pits and the 'well houses' that he says he has built should be mansions. Moreover, he 'justifies' the increase because he has to recoup his initial investment (i.e. repay the money he borrowed from the Glarners). We have heard through the grapevine (actually several newspaper articles and other reporting media), that those loans bear interest at 14%. If that is indeed true, why should we have to bear the burden of his poor negotiating skills (or whatever it is that caused him to enter into loan terms that would be unacceptable for any other normal person these days?) And let's assume for argument's sake that this untenable loan is the ONLY way Mr. Cox could possibly finance this transaction (which, if true, begs the question "should he even be doing this type of work to begin with if he can't afford it?" but I digress), shouldn't the rates return to a more reasonable level once that loan is paid off? We see no evidence that Mr. Cox ever intends to reduce those rates and I'm sure that the Glarners do not intend to allow him to have a perpetual loan on this property. Even at 14% interest, the loan would have to be repaid eventually...

Many of our neighbors are retired/elderly (I personally am retired although I don't consider myself entirely 'elderly' yet), and we are on fixed incomes. Many of us can ill-afford the rates that Mr. Cox is proposing. It is preposterous, to say the least... How do you suggest these people make these payments? Is the utility company going to shut off service if they don't pay?

The Notice says that we are going to be paying according to metered service from now on. It also says that we will be billed for a MINIMUM of 4,000 gallons per month. There are many weekenders at this development (more than 1/2 of the homes) that are unoccupied from September through May. Why should we have to pay for 4,000 gallons of water that we aren't using? What happens if a leak occurs and causes the meter to run incessantly? It takes them WEEKS to respond to a request for service. If we are now being billed for metered use, they have absolutely NO incentive to fix these leaks anymore... Just let the meters run and bill us for the gallons lost. This is just ludicrous.

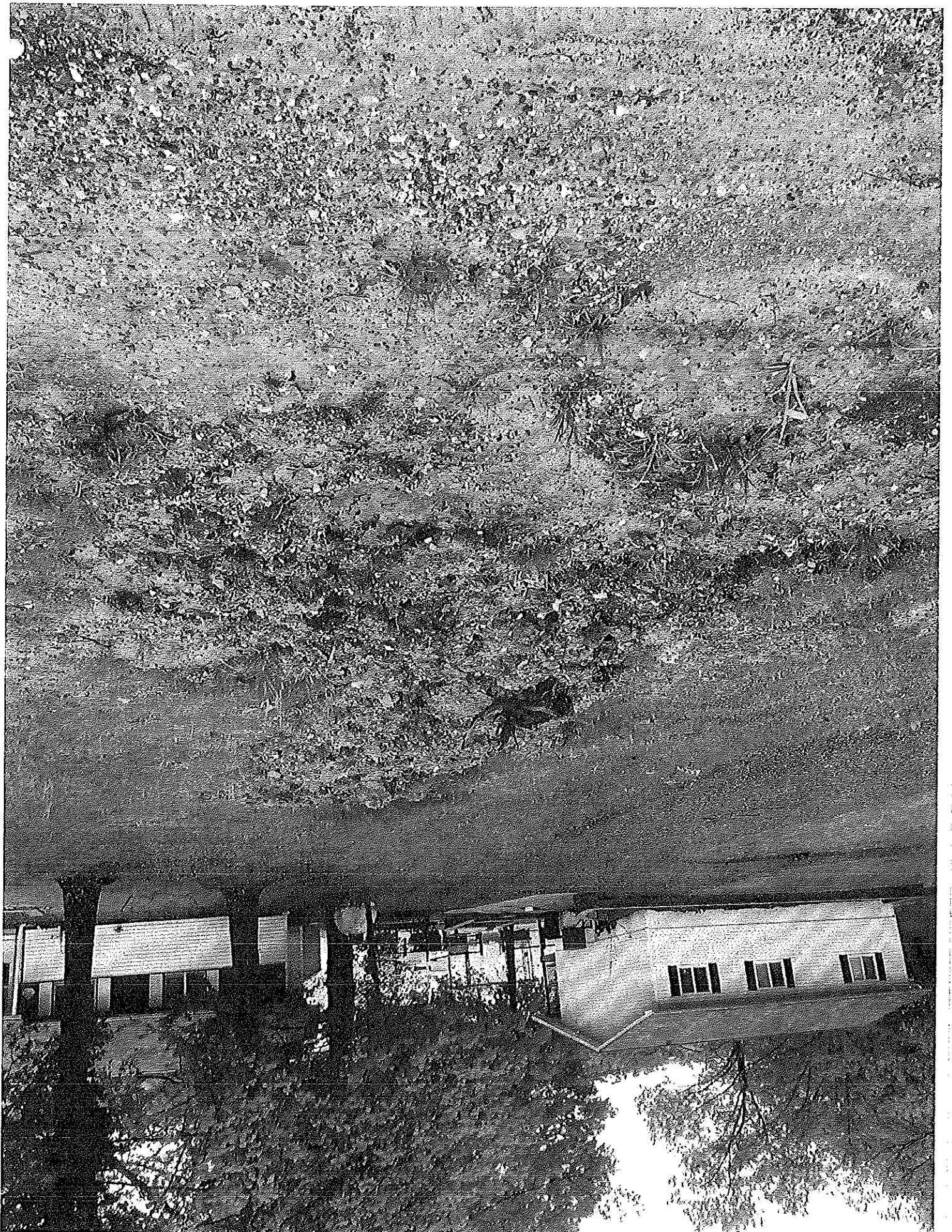
Please advise as to when the public hearing will be held and where so that we can attend.

Thank you.

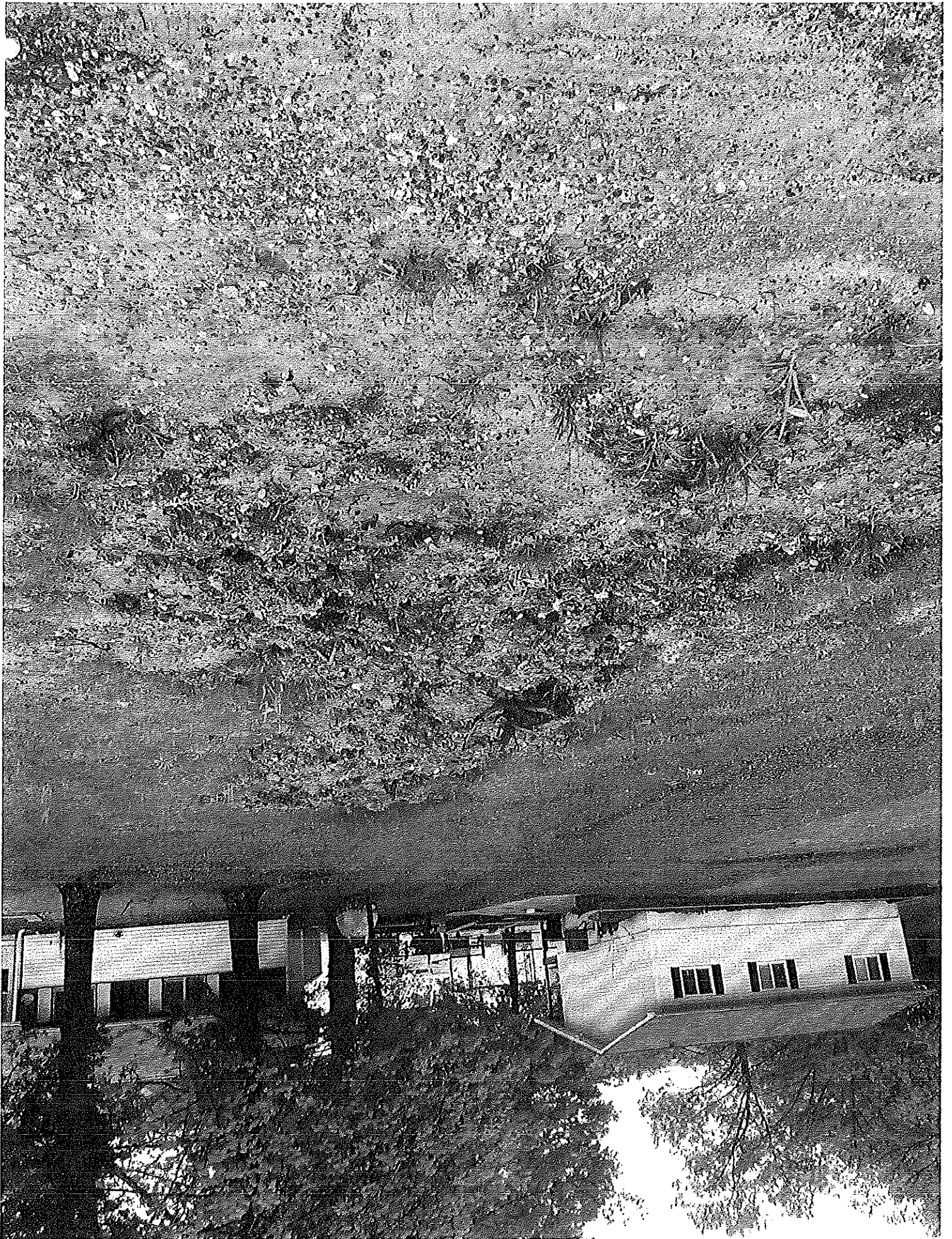


Al Brandl











# INDIAN HILLS

Utility Operating Company

A CSWR Managed Utility

## INITIAL CUSTOMER NOTICE

April 21, 2017

Dear Customer:

On April 4, 2017, the Indian Hills Utility Operating Company, Inc. (Indian Hills) submitted a request for an increase in its annual water operating revenues of \$750,280 (approximately 779%) to the Missouri Public Service Commission (Commission). Some reasons for the proposed increase are to cover increases in expenses and investments in Indian Hills' facilities including a new deep water well, the closure of a failed well site, the demolition of a well house, building new storage tanks, new emergency backup power, two new well houses, two new permanent drinking water disinfection systems, the total replacement of aging water meters and their original failing cardboard meter pits, the installation of isolation valves across the community, and the replacement of individual service lines.

At the end of this notice is a table that compares the Indian Hills' current residential customer rates with Indian Hills' proposed residential rate structure.

To provide comments regarding Indian Hills' revenue increase request or comments regarding service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (Public Counsel) *within 30 days of the date of this notice*. Your comments should include a reference to case number WR-2017-0259. The Commission Staff and the Public Counsel will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

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: [watersewercomments@psc.mo.gov](mailto:watersewercomments@psc.mo.gov)

Office of the Public Counsel  
Attn: Water/Sewer Dept.  
P.O. Box 2230  
Jefferson City, MO 65102  
Phone: 866-922-2959  
Fax: 573-751-5562

E-Mail: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

To submit your comments via the Commission's Website:

- (1) Go to <http://www.psc.mo.gov>;
- (2) Click on the Submit Comments box under the "How Do I..." heading on the right top of the page.
- (3) From this page click on the "submit comment" link found under "Submit Comments in Writing";  
and
- (4) Fill out and submit the Public Comments form, including the case number shown above. If you want to attach a document, before clicking the "Submit" button, click the "Attach" button. There are instructions on that page for attaching the document and returning to the previous screen.
- (5) Click the "Submit" button at the bottom of the page.

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:22 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: FW: Indian Hills Utility Co - increase in water rates (sent on behalf of Al Brandl, 851 Lakeshore)

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Robin L. Steiner [Steiner@capessokol.com](mailto:Steiner@capessokol.com) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Tuesday, 02 May 2017, 07:55AM -05:00 Subject: FW: Indian Hills Utility Co - increase in water rates (sent on behalf of Al Brandl, 851 Lakeshore)

It bounced back too... You might want to call Dave and find out why we can't email these docs to him or to the PSC...

**From:** MAILER-DAEMON@server70.appriver.com [mailto:MAILER-DAEMON@server70.appriver.com]  
**Sent:** Tuesday, May 02, 2017 7:39 AM  
**To:** Robin L. Steiner  
**Subject:** Undeliverable: Indian Hills Utility Co - increase in water rates (sent on behalf of Al Brandl, 851 Lakeshore)

### Delivery has failed to these recipients or groups:

[David.spratt@psc.mo.gov](mailto:David.spratt@psc.mo.gov)

A problem occurred during the delivery of this message to this e-mail address. Try sending this message again. If the problem continues, please contact your helpdesk.

The following organization rejected your message: psc.mo.gov.

### Diagnostic information for administrators:

Generating server: server70.appriver.com

[David.spratt@psc.mo.gov](mailto:David.spratt@psc.mo.gov)

psc.mo.gov # <psc.mo.gov #5.0.0 smtp:message text rejected by momail3.mo.gov: 550 5.7.0 Message Size Violation - The message you sent to [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) is too large and cannot be delivered.> #SMTP#

Original message headers:

Received: from [206.81.33.243] (HELO mail.capessokol.com)  
by server70.appriver.com (CommuniGate Pro SMTP 6.1.7)  
with ESMTPS id 65065878; Tue, 02 May 2017 08:37:00 -0400  
Received: from CS-MAIL15.lawstl.local ([fe80::f4b7:551c:1cc2:bbbb]) by  
CS-Mail15.lawstl.local ([fe80::f4b7:551c:1cc2:bbbb%12]) with mapi id  
14.03.0319.002; Tue, 2 May 2017 07:37:26 -0500  
From: "Robin L. Steiner" <Steiner@capessokol.com>  
To: "David.spratt@psc.mo.gov" <David.spratt@psc.mo.gov>  
CC: "callmeal59@aol.com" <callmeal59@aol.com>  
Subject: Indian Hills Utility Co - increase in water rates (sent on behalf  
of Al Brandl, 851 Lakeshore)  
Thread-Topic: Indian Hills Utility Co - increase in water rates (sent on  
behalf of Al Brandl, 851 Lakeshore)  
Thread-Index: AdLDQI+ru12NMb9LT1KJGvq691t0mw==  
Date: Tue, 2 May 2017 12:37:21 +0000  
Message-ID: <BC602AD92B6A5843ACF7F54D36684ADC2FF62349@CS-Mail15.lawstl.local>  
Accept-Language: en-US  
Content-Language: en-US  
X-MS-Has-Attach: yes  
X-MS-TNEF-Correlator:  
x-originating-ip: [192.168.55.78]  
Content-Type: text/plain  
MIME-Version: 1.0

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:21 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Testing

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Wednesday, 03 May 2017, 08:20AM -05:00 Subject: RE: RE: Testing

I got three of your pictures this time. Yes, if a file is over 6mb I think it is too large to receive.

The PO box you mailed it to at the PSC is my mailing address -PO Box 360. I agree that it looks awful but construction typically looks like this. They have a lot of dirt and rock around the new well to fix things after they settle. With all of this rain there should be some settling and then the company can come back and add some dirt and grass and straw. The construction crew is not the same as the clean-up and landscaping crew so I imagine that they are doing as much as they can as fast as they can to get things fixed and then they will come back and make repairs. I have seen some of the repairs they have made in other areas and the crews they hired did a good job. I am certainly not defending them or justifying what they have done but I have been through it many times with many different companies. Please stay on top of it and keep me posted on how it is going. I will stay on the company for information as well.

The Local Public Hearing has not been scheduled yet but I am sure there will be one due to the size of the increase. The company is required to send out a notice of the local public hearing once it is scheduled. You have to realize how much work has been done by this company and understand how much money has been spent to make the much needed improvements. DNR is very happy with the way this system has transformed and PSC is happy to see someone taking interest in making improvements but we realize that it comes with a cost. Our auditors will go through all of the books and expenses to ensure that these improvements were prudent but I can probably guess that a large portion of it was very necessary. There are new well pumps, new storage tanks, new well houses, new meters, etc. A company typically should be making improvements as they go and as needed but the water system was in very bad disrepair and needed a lot of improvements and still needs more improvements.

If you have not made public comments on the rate case, you can do that to let your feelings be known and possibly attach pictures to it. The staff and Commissioners review these comments to see how a company is operating.

As always, please keep me informed and don't hesitate to contact me if you have any questions or if I can be of any assistance to you.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Tuesday, May 02, 2017 7:07 PM

**To:** Spratt, David  
**Subject:** Re: RE: Testing

Hey David..

I have been trying to send a file regarding ny experiences with the new water co. to both you and the psc email address for comments about their service. They are asking for an un-Godly raise and my personal experiences with them has been awful!!

The file keeps coming back "undeliverable" as possibly too karge? We mailed a copy to the PSC through USPS. If I cannot get this file to you per email, I would like your address so I can mail you a copy! Also, do you know when the public hearing is going to be? I definitely plan on being there!!

Thanks...

Al

--

Sent from AOL Email App for Android

Tuesday, 02 May 2017, 10:19AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Yes. How is everything going in Cuba?

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Tuesday, May 02, 2017 9:59 AM

**To:** Spratt, David

**Subject:** Testing

David.

Did you receive thus email??

Thanks

Al

--

Sent from AOL Email App for Android



## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:21 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: RE: Testing

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Wednesday, 03 May 2017, 11:54AM -05:00 Subject: RE: RE: RE: Testing

I am sure the letter will be placed on my desk shortly. I will be sure and enter it in the computer for you as a public comment so it can be seen by everyone.

I know we were told that your line was fixed and I imagine it was just patched. There have been some issues with them getting their contractors to get on the work because they have been busy with other things and Matt was only working one day a week. The problem with contract labor is getting them when you need them and getting them to perform the work to the level you expect. They don't have a lot invested in it and certainly aren't as concerned with the outcome as a business owner might be.

The interest rate seems very high and the Commission has discussed it directly with Mr. Cox. He has explained that he is trying to get financing from more traditional sources but banks don't want to lend money to a new company in the water and sewer business because of the risk involved and because the banks don't want to become a utility if the business venture fails and they have to foreclose on the property. Over time as Mr. Cox shows success we hope that more traditional means of financing become available or other investors become interested and willing to loan money at a lower interest rate but for the time being the 14% is what he claims is the best that he can find.

The water issues should have improved. I have personally visited the site and checked for issues like storage and pressure. With two storage tanks there should not be an issue of running out of water. I have placed a pressure recorder on the system and I have seen dramatic changes in pressure from before the new system was brought online to now. With an increase in pressure and an adequate amount of water in storage there should be a lot fewer problems. As breaks occur there are still instances of water outages but hopefully the company is doing a better job of notifying the customers about issues.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Wednesday, May 03, 2017 8:39 AM  
**To:** Spratt, David  
**Subject:** Re: RE: RE: Testing

Hey David...

So you are saying that you did or will be seeing the letters/comments that we sent through the USPS? I guess that I just feel that alot of their "posturing" for ths increase was untrue! They stated that they "replaced" many service lines. We both know that getting them to replace mine was like pulling teeth! (and mine was considered a repeat offender on their list of problem addresses!).

I guess that the high intetest rate that Mr.Cox is paying on his loan is bit of a mystery to me also..Not the fact that it 14% or whatever, but the fact that WE have to pay for his loan with such large increase all at once! Bottom line is, alot of people (including myself) are still buying bottled water to drink!!

Thabks...

Al

--

Sent from AOL Email App for Android

Wednesday, 03 May 2017, 08:20AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

I got three of your pictures this time. Yes, if a file is over 6mb I think it is too large to receive.

The PO box you mailed it to at the PSC is my mailing address -PO Box 360. I agree that it looks awful but construction typically looks like this. They have a lot of dirt and rock around the new well to fix things after they settle. With all of this rain there should be some settling and then the company can come back and add some dirt and grass and straw. The construction crew is not the same as the clean-up and landscaping crew so I imagine that they are doing as much as they can as fast as they can to get things fixed and then they will come back and make repairs. I have seen some of the repairs they have made in other areas and the crews they hired did a good job. I am certainly not defending them or justifying what they have done but I have been through it many times with many different companies. Please stay on top of it and keep me posted on how it is going. I will stay on the company for information as well.

The Local Public Hearing has not been scheduled yet but I am sure there will be one due to the size of the increase. The company is required to send out a notice of the local public hearing once it is scheduled. You have to realize how much work has been done by this company and understand how much money has been spent to make the much needed improvements. DNR is very happy with the way this system has transformed and PSC is happy to see someone taking interest in making improvements but we realize that it comes with a cost. Our auditors will go through all of the books and expenses to ensure that these improvements were prudent but I can probably guess that a large portion of it was very necessary. There are new well pumps, new storage tanks, new well houses, new meters, etc. A company typically should be making improvements as they go and as needed but the water system was in very bad disrepair and needed a lot of improvements and still needs more improvements.

If you have not made public comments on the rate case, you can do that to let your feelings be known and possibly attach pictures to it. The staff and Commissioners review these comments to see how a company is operating.

As always, please keep me informed and don't hesitate to contact me if you have any questions or if I can be of any assistance to you.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Tuesday, May 02, 2017 7:07 PM

**To:** Spratt, David  
**Subject:** Re: RE: Testing

Hey David..

I have been trying to send a file regarding ny experiences with the new water co. to both you and the psc email address for comments about their service. They are asking for an un-Godly raise and my personal experiences with them has been awful!!

The file keeps coming back "undeliverable" as possibly too karge? We mailed a copy to the PSC through USPS. If I cannot get this file to you per email, I would like your address so I can mail you a copy! Also, do you know when the public hearing is going to be? I definitely plan on being there!!

Thanks...

Al

--

Sent from AOL Email App for Android

Tuesday, 02 May 2017, 10:19AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Yes. How is everything going in Cuba?

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Tuesday, May 02, 2017 9:59 AM

**To:** Spratt, David

**Subject:** Testing

David.

Did you receive thus email??

Thanks

Al

--

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:20 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: RE: RE: Testing

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Wednesday, 03 May 2017, 00:40PM -05:00 Subject: RE: RE: RE: RE: Testing

I have not tried the water but I will the next time I am down there. I was really hoping for a big change in the quality under new ownership.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:callmeal59@aol.com]  
**Sent:** Wednesday, May 03, 2017 12:36 PM  
**To:** Spratt, David  
**Subject:** Re: RE: RE: RE: Testing

Dave...  
Have you drank the water?????

--  
Sent from AOL Email App for Android

Wednesday, 03 May 2017, 11:54AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

I am sure the letter will be placed on my desk shortly. I will be sure and enter it in the computer for you as a public comment so it can be seen by everyone.

I know we were told that your line was fixed and I imagine it was just patched. There have been some issues with them getting their contractors to get on the work because they have been busy with other things and Matt was only working one day a week. The problem with contract labor is getting them when you need them and getting them to perform the work to the level you expect. They don't have a lot invested in it and certainly aren't as concerned with the outcome as a business owner might be.

The interest rate seems very high and the Commission has discussed it directly with Mr. Cox. He has explained that he is trying to get financing from more traditional sources but banks don't want to lend money to a new company in the

water and sewer business because of the risk involved and because the banks don't want to become a utility if the business venture fails and they have to foreclose on the property. Over time as Mr. Cox shows success we hope that more traditional means of financing become available or other investors become interested and willing to loan money at a lower interest rate but for the time being the 14% is what he claims is the best that he can find.

The water issues should have improved. I have personally visited the site and checked for issues like storage and pressure. With two storage tanks there should not be an issue of running out of water. I have placed a pressure recorder on the system and I have seen dramatic changes in pressure from before the new system was brought online to now. With an increase in pressure and an adequate amount of water in storage there should be a lot fewer problems. As breaks occur there are still instances of water outages but hopefully the company is doing a better job of notifying the customers about issues.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:callmeal59@aol.com]  
**Sent:** Wednesday, May 03, 2017 8:39 AM  
**To:** Spratt, David  
**Subject:** Re: RE: RE: Testing

Hey David...

So you are saying that you did or will be seeing the letters/comments that we sent through the USPS? I guess that I just feel that alot of their "posturing" for ths increase was untrue! They stated that they "replaced" many service lines. We both know that getting them to replace mine was like pulling teeth! (and mine was considered a repeat offender on their list of problem addresses!).

I guess that the high intetest rate that Mr.Cox is paying on his loan is bit of a mystery to me also..Not the fact that it 14% or whatever, but the fact that WE have to pay for his loan with such large increase all at once! Bottom line is, alot of people (including myself) are still buying bottled water to drink!!

Thabks...

Al

--

Sent from AOL Email App for Android

Wednesday, 03 May 2017, 08:20AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

I got three of your pictures this time. Yes, if a file is over 6mb I think it is too large to receive.

The PO box you mailed it to at the PSC is my mailing address -PO Box 360. I agree that it looks awful but construction typically looks like this. They have a lot of dirt and rock around the new well to fix things after they settle. With all of this rain there should be some settling and then the company can come back and add some dirt and grass and straw. The construction crew is not the same as the clean-up and landscaping crew so I imagine that they are doing as much as they can as fast as they can to get things fixed and then they will come back and make repairs. I have seen some of the repairs they have made in other areas and the crews they hired did a good job. I am certainly not defending them or justifying what they have done but I have been through it many times with many different companies. Please stay on top of it and keep me posted on how it is going. I will stay on the company for information as well.

The Local Public Hearing has not been scheduled yet but I am sure there will be one due to the size of the increase. The company is required to send out a notice of the local public hearing once it is scheduled. You have to realize how much work has been done by this company and understand how much money has been spent to make the much needed improvements. DNR is very happy with the way this system has transformed and PSC is happy to see someone taking interest in making improvements but we realize that it comes with a cost. Our auditors will go through all of the books and expenses to ensure that these improvements were prudent but I can probably guess that a large portion of it was very necessary. There are new well pumps, new storage tanks, new well houses, new meters, etc. A company typically should be making improvements as they go and as needed but the water system was in very bad disrepair and needed a lot of improvements and still needs more improvements.

If you have not made public comments on the rate case, you can do that to let your feelings be known and possibly attach pictures to it. The staff and Commissioners review these comments to see how a company is operating.

As always, please keep me informed and don't hesitate to contact me if you have any questions or if I can be of any assistance to you.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Tuesday, May 02, 2017 7:07 PM  
**To:** Spratt, David  
**Subject:** Re: RE: Testing

Hey David..

I have been trying to send a file regarding ny experiences with the new water co. to both you and the psc email address for comments about their service. They are asking for an un-Godly raise and my personal experiences with them has been awful!!

The file keeps coming back "undeliverable" as possibly too karge? We mailed a copy to the PSC through USPS. If I cannot get this file to you per email, I would like your address so I can mail you a copy! Also, do you know when the public hearing is going to be? I definitely plan on being there!!

Thanks...

Al

--

Sent from AOL Email App for Android

Tuesday, 02 May 2017, 10:19AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Yes. How is everything going in Cuba?

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Tuesday, May 02, 2017 9:59 AM  
**To:** Spratt, David  
**Subject:** Testing

David.

Did you receive thus email??

Thanks

Al

--

Sent from AOL Email App for Android

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:20 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: Re: Testing

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com) Cc: [robinsteiner@aol.com](mailto:robinsteiner@aol.com) Date: Friday, 05 May 2017, 02:21PM -05:00 Subject: RE: Re: Testing

I agree with what Robin is saying and she is correct. The rates should not stay that way forever. Our engineers and auditors will go to the IH and to the offices of the company to go through books and records to see what was spent and determine if the expenses were made prudently. Staff members will meet to discuss the improvements to the system and the expense.

Each item has a rate base value and a depreciation schedule. All items will lose value over time. Investment dollars are recouped through depreciation and the company is allowed to earn a return on its investment. Dependent upon the equipment that has been replaced, depreciation can take anywhere from approximately 5 – 40 years. For example, the water storage tank that was replaced. Assume that it cost \$400,000. The depreciation schedule could assume a 40-year life of that tank. Thus, the depreciation expense associated with the well would be about \$10,000 per year. It is that amount that is included in the calculation of rates, plus a return of return which is the weighted average cost of capital. So, even if the loan is for five years, rates are calculated based on the depreciable life, rather than the loan repayment schedule. Rates are developed with the depreciation schedule in place and is irrespective of any loan taken out to make the appropriate investment.

The company has done a lot of things to comply with DNR requirements that the previous company had not done. I hope to have a list of all of the things the company has done in a few weeks, but I do know that they have replaced both wells, installed two water storage tanks, built two new well houses, replaced all of the meters, and done substantial work replacing the water service lines. There will also most likely be an increase in operational expenses.

The company will most likely be required to come in for a follow up rate case after about three years to determine the impact of the rates. If the company is overearning then the Commission can reduce the rate that is being paid.

If you have any more questions please feel free to contact me. If I have not been very clear on this explanation about rate design then I will get you in touch with my manager or one of my auditors who may be able to explain it better.



Thank you-

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Wednesday, May 03, 2017 1:03 PM  
**To:** Spratt, David  
**Subject:** Fwd: Re: Testing

David..

Attached is my Robin's answer to our back and forth emails....makes sense to me!! (She is extremely smart and manages a lawfirm up here in St.Louis.

Thanks...

Al

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From To: [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Wednesday, 03 May 2017, 00:58PM -05:00 Subject: Re: Testing

Even if they get to recoup their investment, IT SHOULD STOP ONCE THE LOAN IS REPAYED!!! These increased rates should not go on ad nauseam... that is simply not fair!

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

From: [callmeal59 <callmeal59@aol.com>](mailto:callmeal59@aol.com)  
To: Robin <[robinlsteiner@aol.com](mailto:robinlsteiner@aol.com)>  
Sent: Wed, May 3, 2017 12:48 pm  
Subject: Fwd: RE: RE: RE: RE: Testing

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Wednesday, 03 May 2017, 00:40PM -05:00 Subject: RE: RE: RE: RE: Testing

I have not tried the water but I will the next time I am down there. I was really hoping for a big change in the quality under new ownership.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Wednesday, May 03, 2017 12:36 PM  
**To:** Spratt, David  
**Subject:** Re: RE: RE: RE: Testing

Dave...  
Have you drank the water?????

--  
Sent from AOL Email App for Android

Wednesday, 03 May 2017, 11:54AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

I am sure the letter will be placed on my desk shortly. I will be sure and enter it in the computer for you as a public comment so it can be seen by everyone.

I know we were told that your line was fixed and I imagine it was just patched. There have been some issues with them getting their contractors to get on the work because they have been busy with other things and Matt was only working one day a week. The problem with contract labor is getting them when you need them and getting them to perform the work to the level you expect. They don't have a lot invested in it and certainly aren't as concerned with the outcome as a business owner might be.

The interest rate seems very high and the Commission has discussed it directly with Mr. Cox. He has explained that he is trying to get financing from more traditional sources but banks don't want to lend money to a new company in the water and sewer business because of the risk involved and because the banks don't want to become a utility if the business venture fails and they have to foreclose on the property. Over time as Mr. Cox shows success we hope that more traditional means of financing become available or other investors become interested and willing to loan money at a lower interest rate but for the time being the 14% is what he claims is the best that he can find.

The water issues should have improved. I have personally visited the site and checked for issues like storage and pressure. With two storage tanks there should not be an issue of running out of water. I have placed a pressure recorder on the system and I have seen dramatic changes in pressure from before the new system was brought online to now. With an increase in pressure and an adequate amount of water in storage there should be a lot fewer problems. As breaks occur there are still instances of water outages but hopefully the company is doing a better job of notifying the customers about issues.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Wednesday, May 03, 2017 8:39 AM  
**To:** Spratt, David  
**Subject:** Re: RE: RE: Testing

Hey David...

So you are saying that you did or will be seeing the letters/comments that we sent through the USPS? I guess that I just feel that alot of their "posturing" for ths increase was untrue! They stated that they "replaced" many service lines. We both know that getting them to replace mine was like pulling teeth! (and mine was considered a repeat offender on their list of problem addresses!).

I guess that the high intetest rate that Mr.Cox is paying on his loan is bit of a mystery to me also..Not the fact that it 14% or whatever, but the fact that WE have to pay for his loan with such large increase all at once! Bottom line is, alot of people (including myself) are still buying bottled water to drink!!

Thabks...

Al

--

Sent from AOL Email App for Android

Wednesday, 03 May 2017, 08:20AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

I got three of your pictures this time. Yes, if a file is over 6mb I think it is too large to receive.

The PO box you mailed it to at the PSC is my mailing address -PO Box 360. I agree that it looks awful but construction typically looks like this. They have a lot of dirt and rock around the new well to fix things after they settle. With all of this rain there should be some settling and then the company can come back and add some dirt and grass and straw. The construction crew is not the same as the clean-up and landscaping crew so I imagine that they are doing as much as they can as fast as they can to get things fixed and then they will come back and make repairs. I have seen some of the repairs they have made in other areas and the crews they hired did a good job. I am certainly not defending them or justifying what they have done but I have been through it many times with many different companies. Please stay on top of it and keep me posted on how it is going. I will stay on the company for information as well.

The Local Public Hearing has not been scheduled yet but I am sure there will be one due to the size of the increase. The company is required to send out a notice of the local public hearing once it is scheduled. You have to realize how much work has been done by this company and understand how much money has been spent to make the much needed improvements. DNR is very happy with the way this system has transformed and PSC is happy to see someone taking interest in making improvements but we realize that it comes with a cost. Our auditors will go through all of the books and expenses to ensure that these improvements were prudent but I can probably guess that a large portion of it was very necessary. There are new well pumps, new storage tanks, new well houses, new meters, etc. A company typically should be making improvements as they go and as needed but the water system was in very bad disrepair and needed a lot of improvements and still needs more improvements.

If you have not made public comments on the rate case, you can do that to let your feelings be known and possibly attach pictures to it. The staff and Commissioners review these comments to see how a company is operating.

As always, please keep me informed and don't hesitate to contact me if you have any questions or if I can be of any assistance to you.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Tuesday, May 02, 2017 7:07 PM

**To:** Spratt, David

**Subject:** Re: RE: Testing

Hey David..

I have been trying to send a file regarding ny experiences with the new water co. to both you and the psc email address for comments about their service. They are asking for an un-Godly raise and my personal experiences with them has been awful!!

The file keeps coming back "undeliverable" as possibly too karge? We mailed a copy to the PSC through USPS. If I cannot get this file to you per email, I would like your address so I can mail you a copy! Also, do you know when the public hearing is going to be? I definitely plan on being there!!

Thanks...

Al

--

Sent from AOL Email App for Android

Tuesday, 02 May 2017, 10:19AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Yes. How is everything going in Cuba?

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Tuesday, May 02, 2017 9:59 AM

**To:** Spratt, David

**Subject:** Testing

David.

Did you receive thus email??

Thanks

Al

--

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:19 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Landscaping at 851 Lakeshore Dr in Cuba

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: callmeal59  
(callmeal59@aol.com) [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Wednesday, 24 May 2017, 09:50AM -05:00 Subject:  
Landscaping at 851 Lakeshore Dr in Cuba

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:19 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Re: Landscaping at 851 Lakeshore Dr in Cuba

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Ben Kuenzel [ben@21designgroup.net](mailto:ben@21designgroup.net) To: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) Cc: callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Wednesday, 24 May 2017, 09:52AM -05:00 Subject: Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I directed them to go by his house and make sure we understand the concerns. It should be wrapped up today.

**Benjamin Kuenzel, PE, Principal**  
**21 DESIGN GROUP**  
1351 Jefferson Street, Suite 301  
Washington, MO 63090  
Office: 636-432-5029  
Mobile: 636-432-2144  
Website: [www.21designgroup.com](http://www.21designgroup.com)

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

ELECTRONIC MAIL ADVISORY: Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-



**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:19 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: Landscaping at 851 Lakeshore Dr in Cuba

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: Ben Kuenzel [ben@21designgroup.net](mailto:ben@21designgroup.net) Cc: callmeal59 (callmeal59@aol.com) [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Wednesday, 24 May 2017, 09:53AM -05:00 Subject: RE: Landscaping at 851 Lakeshore Dr in Cuba

Sounds great. Thank you.

**From:** Ben Kuenzel [mailto:[ben@21designgroup.net](mailto:ben@21designgroup.net)]  
**Sent:** Wednesday, May 24, 2017 9:52 AM  
**To:** Spratt, David  
**Cc:** callmeal59 (callmeal59@aol.com); Todd Thomas  
**Subject:** Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I directed them to go by his house and make sure we understand the concerns. It should be wrapped up today.

Benjamin Kuenzel, PE, Principal

**21 DESIGN GROUP**

1351 Jefferson Street, Suite 301

Washington, MO 63090

Office: 636-432-5029

Mobile: 636-432-2144

Website: [www.21designgroup.com](http://www.21designgroup.com)



CONFIDENTIALITY NOTICE: This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

ELECTRONIC MAIL ADVISORY: Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:18 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com) Cc: Robin L. Steiner [steiner@capessokol.com](mailto:steiner@capessokol.com) Date: Wednesday, 24 May 2017, 00:23PM -05:00 Subject: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Glad I could help. Let me know if I can do anything else to help.

I hope you have a great weekend now that this is out of the way. Hopefully no one parks their car on it.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Wednesday, May 24, 2017 12:21 PM  
**To:** Spratt, David  
**Cc:** Robin L. Steiner  
**Subject:** Re: RE: Landscaping at 851 Lakeshore Dr in Cuba

Thanjs Dave...

I was out there when they came by... They did a great job...When they smoothed it out, water belched out...The bobcat guy thought it was another leak...

Thw water repair guy happened to drive by and he said it had to be water that was trapped below!! I hope he is right!! I will keep you posted!!

Thanks..

Al

--

Sent from AOL Email App for Android

Wednesday, 24 May 2017, 09:53AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Sounds great. Thank you.

**From:** Ben Kuenzel [mailto:[ben@21designngroup.net](mailto:ben@21designngroup.net)]  
**Sent:** Wednesday, May 24, 2017 9:52 AM

**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)); Todd Thomas  
**Subject:** Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I directed them to go by his house and make sure we understand the concerns. It should be wrapped up today.

**Benjamin Kuenzel, PE, Principal**

## **21 DESIGN GROUP**

1351 Jefferson Street, Suite 301

Washington, MO 63090

Office: 636-432-5029

Mobile: 636-432-2144

Website: [www.21designgroup.com](http://www.21designgroup.com)

**CONFIDENTIALITY NOTICE:** This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

**ELECTRONIC MAIL ADVISORY:** Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:18 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

--  
Sent from AOL Email App for Android

----- Forwarded Message -----  
From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: Robin L. Steiner [Steiner@capessokol.com](mailto:Steiner@capessokol.com) Cc: callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Wednesday, 24 May 2017, 02:02PM -05:00 Subject: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

That is an excellent question and certainly Al will want to watch and see if there is an additional leak. My guess would be that there has been a lot of rain lately and there is a lot of clay in that area from what I have seen which does not absorb water as readily so the low spot or pockets left from the dirt not all being packed together could have made a nice place for the water to collect. If it leaks again then the company will be required to fix it again.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 1:29 PM  
**To:** Spratt, David  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

??? How can water be trapped in ground? Wouldn't it seep into the surrounding dirt???

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 12:23 PM  
**To:** 'callmeal59@aol.com' <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Cc:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Glad I could help. Let me know if I can do anything else to help.

I hope you have a great weekend now that this is out of the way. Hopefully no one parks their car on it.

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Wednesday, May 24, 2017 12:21 PM  
**To:** Spratt, David  
**Cc:** Robin L. Steiner  
**Subject:** Re: RE: Landscaping at 851 Lakeshore Dr in Cuba

Thanjs Dave...

I was out there when they came by... They did a great job...When they smoothed it out, water belched out....The bobcat guy thought it was another leak...

Thw water repair guy happened to drive by and he said it had to be water that was trapped below!! I hope he is right!! I will keep you posted!!

Thanks..

Al

--

Sent from AOL Email App for Android

Wednesday, 24 May 2017, 09:53AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Sounds great. Thank you.

**From:** Ben Kuenzel [<mailto:ben@21designgroup.net>]  
**Sent:** Wednesday, May 24, 2017 9:52 AM  
**To:** Spratt, David  
**Cc:** [callmeal59 \(callmeal59@aol.com\)](mailto:callmeal59@aol.com); Todd Thomas  
**Subject:** Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I directed them to go by his house and make sure we understand the concerns. It should be wrapped up today.

Benjamin Kuenzel, PE, Principal

**21 DESIGN GROUP**

1351 Jefferson Street, Suite 301

Washington, MO 63090

Office: 636-432-5029

Mobile: 636-432-2144

Website: [www.21designgroup.com](http://www.21designgroup.com)

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

ELECTRONIC MAIL ADVISORY: Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:17 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

--  
Sent from AOL Email App for Android

----- Forwarded Message -----  
**From:** Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)  
**To:** Robin L. Steiner [Steiner@capessokol.com](mailto:Steiner@capessokol.com)  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) [callmeal59@aol.com](mailto:callmeal59@aol.com)  
**Date:** Wednesday, 24 May 2017, 02:02PM -05:00  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

That is an excellent question and certainly AI will want to watch and see if there is an additional leak. My guess would be that there has been a lot of rain lately and there is a lot of clay in that area from what I have seen which does not absorb water as readily so the low spot or pockets left from the dirt not all being packed together could have made a nice place for the water to collect. If it leaks again then the company will be required to fix it again.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 1:29 PM  
**To:** Spratt, David  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

??? How can water be trapped in ground? Wouldn't it seep into the surrounding dirt???

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 12:23 PM  
**To:** 'callmeal59@aol.com' <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Cc:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Glad I could help. Let me know if I can do anything else to help.

I hope you have a great weekend now that this is out of the way. Hopefully no one parks their car on it.



**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Wednesday, May 24, 2017 12:21 PM  
**To:** Spratt, David  
**Cc:** Robin L. Steiner  
**Subject:** Re: RE: Landscaping at 851 Lakeshore Dr in Cuba

Thanjs Dave...

I was out there when they came by... They did a great job...When they smoothed it out, water belched out....The bobcat guy thought it was another leak...

Thw water repair guy happened to drive by and he said it had to be water that was trapped below!! I hope he is right!! I will keep you posted!!

Thanks..

Al

--

Sent from AOL Email App for Android

Wednesday, 24 May 2017, 09:53AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Sounds great. Thank you.

**From:** Ben Kuenzel [mailto:[ben@21designgroup.net](mailto:ben@21designgroup.net)]  
**Sent:** Wednesday, May 24, 2017 9:52 AM  
**To:** Spratt, David  
**Cc:** [callmeal59](mailto:callmeal59@aol.com) ([callmeal59@aol.com](mailto:callmeal59@aol.com)); Todd Thomas  
**Subject:** Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I dircted them to go by his house and make sure we understand the concerns. It should be wrapped up today.

Benjamin Kuenzel, PE, Principal

**21 DESIGN GROUP**

1351 Jefferson Street, Suite 301

Washington, MO 63090

Office: 636-432-5029

Mobile: 636-432-2144

Website: [www.21designgroup.com](http://www.21designgroup.com)

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

ELECTRONIC MAIL ADVISORY: Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:17 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

--  
Sent from AOL Email App for Android

----- Forwarded Message -----  
**From:** Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) **To:** Robin L. Steiner  
[Steiner@capessokol.com](mailto:Steiner@capessokol.com) **Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) [callmeal59@aol.com](mailto:callmeal59@aol.com) **Date:** Wednesday, 24  
May 2017, 02:24PM -05:00 **Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

A date has not been set for the hearing yet but there will be one. The company is required to notify you when the hearing date is set.

We have spoken with the company about the number of leaks and their answer has been that the water lines were in bad shape and that the service lines to the meters were not the proper material. When the water pressure was turned up it created a lot of leaks. This makes sense as we see this in other water systems as well. Also, when you repair a weak spot you have to realize that other spots are now weak spots that are subject to break.

We have also spoken with the company about leak repair and road repair and their answer made sense. They said that they have a contractor come in to repair the leaks and it is more cost efficient to have them come in to fix multiple leaks than it is to have them come in just to fix one leak. Part of the cost of repairs is the mobilization charge the excavation company charges when they come to perform work so if it is planned well then you could get someone for a full day to make repairs to the grounds or the roads and make it cost efficient.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 2:19 PM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com))  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Let's hope it isn't leaking yet again. We've been dealing with this issue ever since the new water company started their work there and it has been frustrating the number of times it has required repair (and I'm being diplomatic and tactful when I say 'frustrating'!) We expect that their service and their response times going forward are going to match the extraordinary increase in rates.

By the way, when is the public hearing for the rate increase? Al and I (and several of the other residents) intend to be there to voice our concerns and objections. Thank you.

Robin

Robin L. Steiner

Manager, Business & Finance and Real Estate Services

*Capes Sokol*

**Pierre Laclède Center**

7701 Forsyth Boulevard, Twelfth Floor

St. Louis, Missouri 63105-1818

**P:** 314.505.5474

**F:** 314.505.5475

[capessokol.com](http://capessokol.com)

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 2:03 PM  
**To:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

That is an excellent question and certainly Al will want to watch and see if there is an additional leak. My guess would be that there has been a lot of rain lately and there is a lot of clay in that area from what I have seen which does not absorb water as readily so the low spot or pockets left from the dirt not all being packed together could have made a nice place for the water to collect. If it leaks again then the company will be required to fix it again.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 1:29 PM  
**To:** Spratt, David  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

??? How can water be trapped in ground? Wouldn't it seep into the surrounding dirt???

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 12:23 PM  
**To:** 'callmeal59@aol.com' <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Cc:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Glad I could help. Let me know if I can do anything else to help.

I hope you have a great weekend now that this is out of the way. Hopefully no one parks their car on it.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Wednesday, May 24, 2017 12:21 PM  
**To:** Spratt, David  
**Cc:** Robin L. Steiner  
**Subject:** Re: RE: Landscaping at 851 Lakeshore Dr in Cuba

Thanjs Dave...

I was out there when they came by... They did a great job...When they smoothed it out, water belched out....The bobcat guy thought it was another leak...

Thw water repair guy happened to drive by and he said it had to be water that was trapped below!! I hope he is right!! I will keep you posted!!

Thanks..

Al

--

Sent from AOL Email App for Android

Wednesday, 24 May 2017, 09:53AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Sounds great. Thank you.

**From:** Ben Kuenzel [<mailto:ben@21designngroup.net>]  
**Sent:** Wednesday, May 24, 2017 9:52 AM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)); Todd Thomas  
**Subject:** Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I directed them to go by his house and make sure we understand the concerns. It should be wrapped up today.

**Benjamin Kuenzel, PE, Principal**

## **21 DESIGN GROUP**

1351 Jefferson Street, Suite 301

Washington, MO 63090

Office: 636-432-5029

Mobile: 636-432-2144

Website: [www.21designgroup.com](http://www.21designgroup.com)

**CONFIDENTIALITY NOTICE:** This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

**ELECTRONIC MAIL ADVISORY:** Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:16 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: Robin L. Steiner [Steiner@capessokol.com](mailto:Steiner@capessokol.com) Cc: callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Wednesday, 24 May 2017, 02:55PM -05:00 Subject: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

I do see your point and empathize with your frustration. Water is not necessarily an infinite resource but the wells do recharge when the well is not pumping.

We have talked with the company about working on leaks and hopefully they will be more attentive to them going forward. The water leaks are costing them money. We have records of the amount of water pumped and the amount of water sold. The difference is called water loss. Water loss is not recoverable in a rate increase but maintenance and repairs are so it benefits the company to repair the leaks.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 2:42 PM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com))  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

If they only took one week to respond and repair, it might be one thing, but when they takes WEEKS (or longer) to respond and repair, that is a totally different matter. Even Lois wasn't THAT bad! And when we drive around the lake and continue to see multiple leaks (some actually bubbling up from the hole in the street) that have not been tended to – again, for weeks at a time – something just doesn't seem right about that picture. Do wells have infinite sources of water? If that water is allowed to continue to run at full tilt for weeks at a time from multiple locations, is it possible that the well might eventually run low or run dry? And who is paying for THAT water??? Is the cost of that water somehow or other figured into OUR water rates? This increase is getting shoved down our throats and if we don't pay, he can either turn our water off or put a lien on our property, yet we have to simply wait until it's convenient and more cost effective for him to repair the multitude of leaks that exist around the development and destroy our roads, etc.? What am I missing?

Robin L. Steiner

Manager, Business & Finance and Real Estate Services

*Capessokol*

**Pierre Laclede Center**

7701 Forsyth Boulevard, Twelfth Floor

St. Louis, Missouri 63105-1818

**P:** 314.505.5474

**F:** 314.505.5475

[capessokol.com](http://capessokol.com)

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 2:25 PM  
**To:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

A date has not been set for the hearing yet but there will be one. The company is required to notify you when the hearing date is set.

We have spoken with the company about the number of leaks and their answer has been that the water lines were in bad shape and that the service lines to the meters were not the proper material. When the water pressure was turned up it created a lot of leaks. This makes sense as we see this in other water systems as well. Also, when you repair a weak spot you have to realize that other spots are now weak spots that are subject to break.

We have also spoken with the company about leak repair and road repair and their answer made sense. They said that they have a contractor come in to repair the leaks and it is more cost efficient to have them come in to fix multiple leaks than it is to have them come in just to fix one leak. Part of the cost of repairs is the mobilization charge the excavation company charges when they come to perform work so if it is planned well then you could get someone for a full day to make repairs to the grounds or the roads and make it cost efficient.



**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 2:19 PM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com))  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Let's hope it isn't leaking yet again. We've been dealing with this issue ever since the new water company started their work there and it has been frustrating the number of times it has required repair (and I'm being diplomatic and tactful when I say 'frustrating'!) We expect that their service and their response times going forward are going to match the extraordinary increase in rates.

By the way, when is the public hearing for the rate increase? Al and I (and several of the other residents) intend to be there to voice our concerns and objections. Thank you.

Robin

Robin L. Steiner

Manager, Business & Finance and Real Estate Services

*Capes Sokol*

**Pierre Laclede Center**

7701 Forsyth Boulevard, Twelfth Floor

St. Louis, Missouri 63105-1818

P: 314.505.5474

F: 314.505.5475

[capessokol.com](http://capessokol.com)

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 2:03 PM  
**To:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

That is an excellent question and certainly AI will want to watch and see if there is an additional leak. My guess would be that there has been a lot of rain lately and there is a lot of clay in that area from what I have seen which does not absorb water as readily so the low spot or pockets left from the dirt not all being packed together could have made a nice place for the water to collect. If it leaks again then the company will be required to fix it again.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 1:29 PM  
**To:** Spratt, David  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

??? How can water be trapped in ground? Wouldn't it seep into the surrounding dirt???

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 12:23 PM  
**To:** 'callmeal59@aol.com' <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Cc:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Glad I could help. Let me know if I can do anything else to help.

I hope you have a great weekend now that this is out of the way. Hopefully no one parks their car on it.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Wednesday, May 24, 2017 12:21 PM  
**To:** Spratt, David  
**Cc:** Robin L. Steiner  
**Subject:** Re: RE: Landscaping at 851 Lakeshore Dr in Cuba

Thanjs Dave...

I was out there when they came by... They did a great job...When they smoothed it out, water belched out....The bobcat guy thought it was another leak...

Thw water repair guy happened to drive by and he said it had to be water that was trapped below!! I hope he is right!! I will keep you posted!!

Thanks..

AI

--

Sent from AOL Email App for Android

Wednesday, 24 May 2017, 09:53AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Sounds great. Thank you.

**From:** Ben Kuenzel [<mailto:ben@21designngroup.net>]  
**Sent:** Wednesday, May 24, 2017 9:52 AM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)); Todd Thomas  
**Subject:** Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I directed them to go by his house and make sure we understand the concerns. It should be wrapped up today.

**Benjamin Kuenzel, PE, Principal**

## **21 DESIGN GROUP**

1351 Jefferson Street, Suite 301

Washington, MO 63090

Office: 636-432-5029

Mobile: 636-432-2144

Website: [www.21designngroup.com](http://www.21designngroup.com)

**CONFIDENTIALITY NOTICE:** This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

**ELECTRONIC MAIL ADVISORY:** Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our

communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:16 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba  
**Attachments:** IH Utilities Tariff.pdf

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: Robin L. Steiner [Steiner@capessokol.com](mailto:Steiner@capessokol.com) Cc: callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) [callmeal59@aol.com](mailto:callmeal59@aol.com) Date: Thursday, 25 May 2017, 00:16PM -05:00 Subject: RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Of course anyone can sue anyone at any time for any reason but the PSC is really not able to give legal advice or guidance. Staff's role is to review whether the company is following the PSC statutes, rules and the company tariff. The Company tariff does not include any language about yard restoration in the utility right of way. Whether to file a law suit or not is a decision that will need to be between you and your attorney.

I attached a copy of the Company tariff in case you are interested in reviewing the rules.

Please let me know if I can help with anything else.

David Spratt

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 3:05 PM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com))  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

One last question, can we sue the water company if they continue to ignore requests to repair?

Robin

Robin L. Steiner

Manager, Business & Finance and Real Estate Services

*Capes Sokol*

**Pierre Laclede Center**

7701 Forsyth Boulevard, Twelfth Floor

St. Louis, Missouri 63105-1818

**P:** 314.505.5474

**F:** 314.505.5475

[capessokol.com](http://capessokol.com)

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 2:56 PM  
**To:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

I do see your point and empathize with your frustration. Water is not necessarily an infinite resource but the wells do recharge when the well is not pumping.

We have talked with the company about working on leaks and hopefully they will be more attentive to them going forward. The water leaks are costing them money. We have records of the amount of water pumped and the amount of water sold. The difference is called water loss. Water loss is not recoverable in a rate increase but maintenance and repairs are so it benefits the company to repair the leaks.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 2:42 PM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com))  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

If they only took one week to respond and repair, it might be one thing, but when they takes WEEKS (or longer) to respond and repair, that is a totally different matter. Even Lois wasn't THAT bad! And when we drive around the lake

and continue to see multiple leaks (some actually bubbling up from the hole in the street) that have not been tended to – again, for weeks at a time – something just doesn't seem right about that picture. Do wells have infinite sources of water? If that water is allowed to continue to run at full tilt for weeks at a time from multiple locations, is it possible that the well might eventually run low or run dry? And who is paying for THAT water??? Is the cost of that water somehow or other figured into OUR water rates? This increase is getting shoved down our throats and if we don't pay, he can either turn our water off or put a lien on our property, yet we have to simply wait until it's convenient and more cost effective for him to repair the multitude of leaks that exist around the development and destroy our roads, etc.? What am I missing?

Robin L. Steiner

Manager, Business & Finance and Real Estate Services

*Capes Sokol*

Pierre Laclede Center

7701 Forsyth Boulevard, Twelfth Floor

St. Louis, Missouri 63105-1818

P: 314.505.5474

F: 314.505.5475

[capessokol.com](http://capessokol.com)

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 2:25 PM  
**To:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

A date has not been set for the hearing yet but there will be one. The company is required to notify you when the hearing date is set.

We have spoken with the company about the number of leaks and their answer has been that the water lines were in bad shape and that the service lines to the meters were not the proper material. When the water pressure was turned up it created a lot of leaks. This makes sense as we see this in other water systems as well. Also, when you repair a weak spot you have to realize that other spots are now weak spots that are subject to break.

We have also spoken with the company about leak repair and road repair and their answer made sense. They said that they have a contractor come in to repair the leaks and it is more cost efficient to have them come in to fix multiple leaks than it is to have them come in just to fix one leak. Part of the cost of repairs is the mobilization charge the excavation company charges when they come to perform work so if it is planned well then you could get someone for a full day to make repairs to the grounds or the roads and make it cost efficient.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 2:19 PM  
**To:** Spratt, David  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com))  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Let's hope it isn't leaking yet again. We've been dealing with this issue ever since the new water company started their work there and it has been frustrating the number of times it has required repair (and I'm being diplomatic and tactful when I say 'frustrating'!) We expect that their service and their response times going forward are going to match the extraordinary increase in rates.

By the way, when is the public hearing for the rate increase? Al and I (and several of the other residents) intend to be there to voice our concerns and objections. Thank you.

Robin

Robin L. Steiner

Manager, Business & Finance and Real Estate Services

*Capes Sokol*

Pierre Laclède Center

7701 Forsyth Boulevard, Twelfth Floor

St. Louis, Missouri 63105-1818

**P:** 314.505.5474

**F:** 314.505.5475



[capessokol.com](http://capessokol.com)

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 2:03 PM  
**To:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)) <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

That is an excellent question and certainly AI will want to watch and see if there is an additional leak. My guess would be that there has been a lot of rain lately and there is a lot of clay in that area from what I have seen which does not absorb water as readily so the low spot or pockets left from the dirt not all being packed together could have made a nice place for the water to collect. If it leaks again then the company will be required to fix it again.

---

**From:** Robin L. Steiner [<mailto:Steiner@capessokol.com>]  
**Sent:** Wednesday, May 24, 2017 1:29 PM  
**To:** Spratt, David  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

??? How can water be trapped in ground? Wouldn't it seep into the surrounding dirt???

**From:** Spratt, David [<mailto:david.spratt@psc.mo.gov>]  
**Sent:** Wednesday, May 24, 2017 12:23 PM  
**To:** 'callmeal59@aol.com' <[callmeal59@aol.com](mailto:callmeal59@aol.com)>  
**Cc:** Robin L. Steiner <[Steiner@capessokol.com](mailto:Steiner@capessokol.com)>  
**Subject:** RE: RE: Landscaping at 851 Lakeshore Dr in Cuba

Glad I could help. Let me know if I can do anything else to help.

I hope you have a great weekend now that this is out of the way. Hopefully no one parks their car on it.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Wednesday, May 24, 2017 12:21 PM  
**To:** Spratt, David  
**Cc:** Robin L. Steiner  
**Subject:** Re: RE: Landscaping at 851 Lakeshore Dr in Cuba

Thanjs Dave...

I was out there when they came by... They did a great job...When they smoothed it out, water belched out...The bobcat guy thought it was another leak...

Thw water repair guy happened to drive by and he said it had to be water that was trapped below!! I hope he is right!! I will keep you posted!!

Thanks..

Al

--

Sent from AOL Email App for Android

Wednesday, 24 May 2017, 09:53AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Sounds great. Thank you.

**From:** Ben Kuenzel [<mailto:ben@21designngroup.net>]

**Sent:** Wednesday, May 24, 2017 9:52 AM

**To:** Spratt, David

**Cc:** callmeal59 ([callmeal59@aol.com](mailto:callmeal59@aol.com)); Todd Thomas

**Subject:** Re: Landscaping at 851 Lakeshore Dr in Cuba

David,

We have a crew onsite this week cleaning up any construction issues. I directed them to go by his house and make sure we understand the concerns. It should be wrapped up today.

**Benjamin Kuenzel, PE, Principal**

**21 DESIGN GROUP**

1351 Jefferson Street, Suite 301

Washington, MO 63090

Office: 636-432-5029

Mobile: 636-432-2144

Website: [www.21designngroup.com](http://www.21designngroup.com)

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

ELECTRONIC MAIL ADVISORY: Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Wed, May 24, 2017 at 9:50 AM, Spratt, David <[david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov)> wrote:

Ben-

Has a date been set when the contractor will be able to repair Mr. Brandl's yard at 851 Lakeshore Dr?

Thanks-

David Spratt

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:15 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Re: 851 Lakeshore water leaking-AGAIN!!

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Benjamin Kuenzel [ben@21designgroup.net](mailto:ben@21designgroup.net) To: callmeal59 (callmeal59@aol.com) [callmeal59@aol.com](mailto:callmeal59@aol.com) Cc: david.spratt [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) Date: Monday, 12 June 2017, 09:48AM -05:00 Subject: Re: 851 Lakeshore water leaking-AGAIN!!

Thanks Al. The new operator, Darryll Waller, will be onsite tomorrow to do an inspection on the leak and the area.

**Benjamin Kuenzel, PE, Principal**  
**21 DESIGN GROUP**  
1351 Jefferson Street, Suite 301  
Washington, MO 63090  
Office: 636-432-5029  
Mobile: 636-432-2144  
Website: [www.21designgroup.com](http://www.21designgroup.com)

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments thereto, is confidential, intended only for the named recipient(s) above and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender by phone at (636) 283-0621 and delete this e-mail message from your computer.

ELECTRONIC MAIL ADVISORY: Please be advised that (1) generally e-mail communication is as secure as other forms of communication and can be disclosed, intercepted and/or improperly accessed by persons not participating in the communication and by persons who are not intended recipients of the communication, (2) any e-mail that is sent between you and this law firm may be copied and held by various computers it passes through as it is transmitted, (3) persons not participating in our communication may intercept our communications by improperly accessing computers unconnected to either of us that the e-mail may have passed through.

On Sun, Jun 11, 2017 at 1:32 PM, <[callmeal59@aol.com](mailto:callmeal59@aol.com)> wrote:

Hello,

Here we go again...when the crew came out to seed over the last leak (a few weeks ago), water came out of the ground! The actual leak repair man stopped and assured me it was a "pocket" of some sort and not a leak! Well, as I cut the grass on Saturday, I noticed a glistening on top of the meter lid...Yes, it is leaking AGAIN!! Maybe we need to get Josiah Cox and the PSC out to my house so all can see the quality of work we are receiving!

In case you can't clearly see the leak, enlarge the photo! I have water standing on the top of the

meter cover!! It is beginning to run down the hill again...Only a matter of time before it is running under my house AGAIN! I couldn't mow the new grass because I didn't want to get my tractor stuck in the mud! This needs to be fixed and fixed properly by someone who knows what they are doing!

Al Brandl

(314)-566-0663

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:15 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: Copy of bills

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Tuesday, 13 June 2017, 08:10AM -05:00 Subject: RE: Copy of bills

Thanks. I will look into it. I am heading there today to look at your leak with the new operator.

I would guess that you aren't using above the 4000 gallons so you are still only paying the minimum but it may also be that the meters aren't reading.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Monday, June 12, 2017 6:43 PM  
**To:** Spratt, David  
**Subject:** Copy of bills

Hey Dave...  
Attached is a copy of my bills showing 0 usage and the other one is blank! Please let me know that you have received them!

Thanks,  
Al

--  
Sent from AOL Email App for Android

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:14 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: Copy of bills

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Wednesday, 14 June 2017, 01:19PM -05:00 Subject: RE: RE: Copy of bills

AI-

We were on site yesterday and pumped out your meter pit to look for a leak. It did not appear that the meter pit was filling back up while we were there. We left it for a while to look at other leaks. When we came back it still did not appear to have filled up. We turned your water on to look for leaks and didn't see any. We also were checking for readings on the meter which would indicate a leak on your side of the meter but we were not seeing any readings on the meter. The meter apparently is not working or has not been properly activated and is not showing any use which would explain why your bill does not show anything. The operator was going back today and was going to look at the meter pit and try and determine where the leak is. He did not agree with the "pocket of water" story and said that they should have dug it back up before they repaired it. I talked to Matt, the former operator, and he said he had replaced the entire line so if it was leaking then it was probably at the connection. The company will probably have to dig at the street and work their way back down again if they can't find it. Hopefully they find it in the street so they don't have to dig your yard back up and start that all over again.

Looking back at your bills I see that the Lakeshore Dr bill is still being billed a flat rate. The Hickory Drive address is not showing any use. It may also have a meter that has not been activated properly and is not showing any use.

I will let you know when I hear back from the company to see if they have determined anything and how they plan to go forward with it.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Tuesday, June 13, 2017 8:58 AM  
**To:** Spratt, David  
**Subject:** Re: RE: Copy of bills

Thanks...please keep me posted!!

--

Sent from AOL Email App for Android

Tuesday, 13 June 2017, 08:10AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

Thanks. I will look into it. I am heading there today to look at your leak with the new operator.

I would guess that you aren't using above the 4000 gallons so you are still only paying the minimum but it may also be that the meters aren't reading.

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Monday, June 12, 2017 6:43 PM

**To:** Spratt, David

**Subject:** Copy of bills

Hey Dave...

Attached is a copy of my bills showing 0 usage and the other one is blank! Please let me know that you have received them!

Thanks,

Al

--

Sent from AOL Email App for Android



**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:13 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: 851 Lakeshore

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Monday, 18 September 2017, 09:00AM -05:00 Subject: RE: 851 Lakeshore

I am so sorry I didn't get back to you. I thought I did but I found the unfinished and unsent draft I started back on August 28<sup>th</sup>.

I do not believe that a local public hearing date has been established yet but I can assure you that there will be one.

The leaks are a concern and the cause of the leaks is also a concern. Many of the leaks that have been repaired are at the service connection to the main. The original developer used very cheap pipe to make connections and the increase in pressure that the company has introduced to the system is causing leaks and breaks. If the pressure is reduced then the system may have inadequate pressure in certain areas as it was before.

When I was there I didn't see any leaks in your meter pit. The operator looked at your meter pit and I believe the other one and didn't find any leaks. He thinks it might be ground water seeping in. Ground water seems odd since we haven't had any rain in a while but if it is a leak it wasn't obvious where it was coming from.

Has the company gotten back to you on this? I will check with them and see if they can check into things again.

Again, I am very sorry for not getting back to you sooner.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]  
**Sent:** Saturday, September 16, 2017 9:17 PM

**To:** Spratt, David  
**Subject:** 851 Lakeshore

Hey Dave...

I sent you an email a couple of weeks ago with no response...Anyway, something is still going on at 851 Lakeshore with the water leaking. I attached pics of the water pits in my yard! Mine is on the left (half full) and my neighbor's (847 Lakeshore) is on the right. Her pit is almost full as you can see. Both pits are on my property and affect me! Maybe hers is leaking... Anyway, we need this addressed so it doesn't freeze or get worse this winter!

I also inquired in my last email about the rate hearing...Do you have any info on that? Looking forward to hearing from you...

Al Brandl

--

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:12 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: RE: 851 Lakeshore

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Monday, 18 September 2017, 11:21AM -05:00 Subject: RE: RE: 851 Lakeshore

I have contacted the company and forwarded your pictures. I have been out there with the company working and looking. I called you one time while I was there with the operator and we were trying to determine what was causing the water.

Just a few minutes ago we received word that the Local Public Hearing will be Wednesday October 4 in the evening. It did not give a specific time yet. It is tentatively set to be held at the Knights of Columbus hall in Cuba. I guess all of the particulars have to be worked out before they can confirm everything. I will let you know when I hear more.

Please don't hesitate to keep in contact with me if you have any questions or any more information.

Thank you-

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Monday, September 18, 2017 9:47 AM  
**To:** Spratt, David  
**Subject:** Re: RE: 851 Lakeshore

Hey Dave..

Thanks for you reply! I would appreciate it if you would contact the water co. and let them know we still have a problem that needs to be fixed. It has been so dry out there that the ground water explanation doesn't make any sense! It seems like that's what they say when they get "stumped"! Please check into it and please keep me informed as to when the hearing is scheduled!

Thanks,  
Al

--

Sent from AOL Email App for Android

Monday, 18 September 2017, 09:00AM -05:00 from Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov):

I am so sorry I didn't get back to you. I thought I did but I found the unfinished and unsent draft I started back on August 28<sup>th</sup>.

I do not believe that a local public hearing date has been established yet but I can assure you that there will be one.

The leaks are a concern and the cause of the leaks is also a concern. Many of the leaks that have been repaired are at the service connection to the main. The original developer used very cheap pipe to make connections and the increase in pressure that the company has introduced to the system is causing leaks and breaks. If the pressure is reduced then the system may have inadequate pressure in certain areas as it was before.

When I was there I didn't see any leaks in your meter pit. The operator looked at your meter pit and I believe the other one and didn't find any leaks. He thinks it might be ground water seeping in. Ground water seems odd since we haven't had any rain in a while but if it is a leak it wasn't obvious where it was coming from.

Has the company gotten back to you on this? I will check with them and see if they can check into things again.

Again, I am very sorry for not getting back to you sooner.

David Spratt

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [<mailto:callmeal59@aol.com>]

**Sent:** Saturday, September 16, 2017 9:17 PM

**To:** Spratt, David

**Subject:** 851 Lakeshore

Hey Dave...

I sent you an email a couple of weeks ago with no response...Anyway, something is still going on at 851 Lakeshore with the water leaking. I attached pics of the water pits in my yard! Mine is on the left (half full) and my neighbor's (847 Lakeshore) is on the right. Her pit is almost full as you can see. Both pits are on my property and affect me! Maybe hers is leaking... Anyway, we need this addressed so it doesn't freeze or get worse this winter!

I also inquired in my last email about the rate hearing...Do you have any info on that? Looking forward to hearing from you...

Al Brandl

--

Sent from AOL Email App for Android

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:12 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Localized Precautionary Boil Water Advisory\*

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Brenda Eaves [beaves@cswrgroup.com](mailto:beaves@cswrgroup.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Date: Thursday, 21 September 2017, 02:17PM -05:00  
Subject: Localized Precautionary Boil Water Advisory\*

Localized Precautionary Boil Water Advisory:

## Localized BOIL WATER ADVISORY IN EFFECT

**Today, September 21, 2017** due to a main water line break, a portion of (MO DNR number MO6036052) Indian Hills Subdivision near Cuba, MO, will be on a boil water advisory. **The area affected is: All of Cochise Drive (Zone D), all of Squaw Dr., and from 449-701 Lakeshore Dr. (Zone C)**

When water pressure is low, conditions exist which could allow contamination to enter the distribution system or household plumbing. When large areas of a system are involved the probability that contamination has occurred is high.

The boil water advisory takes effect on Thursday, September 21, 2017 at 2:15 pm and will remain in effect until water sample results indicate that no contamination is present.

We hope to have this resolved soon and we will make every effort to keep you informed. We are posting signs in the subdivision, updating our website, emailing customers, and notifying KTTR and KTUI radio stations. Please notify your neighbors and anyone who may be at risk.

### GENERAL BOIL WATER INFORMATION

Anyone served by the affected public water system should observe the following precautions:

- Boil water vigorously for three minutes prior to use for cooking or drinking.
- Disinfect food contact surfaces (dishes) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
- Dispose of ice cubes and remake with water that has been boiled

- Continue boiling all water that is to be used for cooking or drinking until the cause of the contamination has been found and corrected.
- Water used for bathing does not need to be boiled.
- LET WATER COOL SUFFICIENTLY BEFORE DRINKING (approximately 110 degrees F)

Indian Hills Utility Operating Company, Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY IN EFFECT for: All of Cochise Drive (Zone D), all of Squaw Dr., and from 449-701 Lakeshore Dr. (Zone C)**

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:11 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Localized BOIL WATER ADVISORY IN EFFECT\*\*\*\*

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Daniel Janowiak [djanowiak@cswrgroup.com](mailto:djanowiak@cswrgroup.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Date: Monday, 02 October 2017, 01:14PM -05:00 Subject: Localized BOIL WATER ADVISORY IN EFFECT\*\*\*\*

Localized Precautionary Boil Water Advisory:

## **Localized BOIL WATER ADVISORY IN EFFECT**

**Today, October 2, 2017**, due to a main water line break, a portion of (MO DNR number MO6036052) Indian Hills Subdivision near Cuba, MO, will be on a boil water advisory. **The area affected is: 449 Lakeshore to 701 Lakeshore, all addresses on Cochise and all addresses on Squaw Road.** When water pressure is low, conditions exist which could allow contamination to enter the distribution system or household plumbing. When large areas of a system are involved the probability that contamination has occurred is high.

The boil water advisory takes effect on Monday, October 2, 2017 at 12:30 pm and will remain in effect until water sample results indicate that no contamination is present.

We hope to have this resolved soon and we will make every effort to keep you informed. We are posting signs in the subdivision, updating our website, emailing customers, and notifying KTTR and KTUI radio stations.

Please notify your neighbors and anyone who may be at risk.

### **GENERAL BOIL WATER INFORMATION**

Anyone served by the affected public water system should observe the following precautions:

- Boil water vigorously for three minutes prior to use for cooking or drinking.
- Disinfect food contact surfaces (dishes) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
- Dispose of ice cubes and remake with water that has been boiled
- Continue boiling all water that is to be used for cooking or drinking until the cause of the contamination has been found and corrected.
- Water used for bathing does not need to be boiled.
- LET WATER COOL SUFFICIENTLY BEFORE DRINKING (approximately 110 degrees F)

Indian Hills Utility Operating Company, Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY IN**

**EFFECT for: 449 Lakeshore to 701 Lakeshore, all homes on Cochise and all homes on Squaw Road.**



**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:10 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: BOIL WATER ADVISORY LIFTED\*\*\*

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Daniel Janowiak [djanowiak@cswrgroup.com](mailto:djanowiak@cswrgroup.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Date: Wednesday, 11 October 2017, 03:23PM -05:00  
Subject: BOIL WATER ADVISORY LIFTED\*\*\*

## **BOIL WATER ADVISORY LIFTED:**

**The area affected was: All Squaw Dr. and 449 to 701 Lakeshore Dr. (Zone C) and All Cochise Dr. (Zone D)**

To Whom It May Concern:

The Missouri Department of Natural Resources (DNR) has **lifted the boil water notice** for Indian Hills Utility Operating Company, Inc., (Public Water System ID #MO6036052.) The system is located in Crawford County near Cuba, Missouri.

The advisory is being lifted today, October 11, 2017 at 2:45 pm. Samples collected were safe.

**To assure that possible contamination is removed from plumbing, all customers should flush all the water lines in their home by operating all water faucets (both hot and cold) and flushing toilets. Any customer who notices colored or odorous water should report this to the water system official listed below or to the MO DNR.**

For information, call 866-747-0493 or contact the Missouri Department of Natural Resources at 573-368-7344.

Daniel Janowiak

Indian Hills Utility Operating Company Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY is LIFTED for:**

**All Squaw Dr. and 449 to 701 Lakeshore Dr. (Zone C) and All Cochise Dr. (Zone D)**

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:10 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Localized BOIL WATER ADVISORY IN EFFECT \*\*\*

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Daniel Janowiak [djanowiak@cswrgroup.com](mailto:djanowiak@cswrgroup.com) To: [support@indianhillstilityoperatingcompany.com](mailto:support@indianhillstilityoperatingcompany.com) Date: Tuesday, 10 October 2017, 10:49AM -05:00 Subject: Localized BOIL WATER ADVISORY IN EFFECT \*\*\*

Localized Precautionary Boil Water Advisory:

## Localized BOIL WATER ADVISORY IN EFFECT

**Today, October 10, 2017**, due to a main water line break, a portion of (MO DNR number MO6036052) Indian Hills Subdivision near Cuba, MO, will be on a boil water advisory. **The area affected is: Zones C and D : 449 Lakeshore to 701 Lakeshore, all addresses on Cochise and all addresses on Squaw Road.** When water pressure is low, conditions exist which could allow contamination to enter the distribution system or household plumbing. When large areas of a system are involved the probability that contamination has occurred is high.

The boil water advisory takes effect on Tuesday, October 10, 2017 at 9:45 am and will remain in effect until water sample results indicate that no contamination is present.

We hope to have this resolved soon and we will make every effort to keep you informed. We are posting signs in the subdivision, updating our website, emailing customers, and notifying KTTR and KTUI radio stations. Please notify your neighbors and anyone who may be at risk.

### GENERAL BOIL WATER INFORMATION

Anyone served by the affected public water system should observe the following precautions:

- Boil water vigorously for three minutes prior to use for cooking or drinking.
- Disinfect food contact surfaces (dishes) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
- Dispose of ice cubes and remake with water that has been boiled
- Continue boiling all water that is to be used for cooking or drinking until the cause of the contamination has been found and corrected.

- Water used for bathing does not need to be boiled.
- LET WATER COOL SUFFICIENTLY BEFORE DRINKING (approximately 110 degrees F)

Indian Hills Utility Operating Company, Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY IN EFFECT for: Zones C and D : 449 Lakeshore to 701 Lakeshore, all homes on Cochise and all homes on Squaw Road.**

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:10 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: BOIL WATER ADVISORY LIFTED \*\*\*

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Brenda Eaves [beaves@cswrgroup.com](mailto:beaves@cswrgroup.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Date: Tuesday, 03 October 2017, 05:22PM -05:00 Subject: BOIL WATER ADVISORY LIFTED \*\*\*

## **BOIL WATER ADVISORY LIFTED:**

**The area affected was: All Squaw Dr. and 449 to 701 Lakeshore Dr. (Zone C) and All Cochise Dr. (Zone D)**

To Whom It May Concern:

The Missouri Department of Natural Resources (DNR) has **lifted the boil water notice** for Indian Hills Utility Operating Company, Inc., (Public Water System ID #MO6036052.) The system is located in Crawford County near Cuba, Missouri.

The advisory is being lifted today, October 3, 2017 at 5:00 pm. Samples collected were safe.

**To assure that possible contamination is removed from plumbing, all customers should flush all the water lines in their home by operating all water faucets (both hot and cold) and flushing toilets. Any customer who notices colored or odorous water should report this to the water system official listed below or to the MO DNR.**

For information, call 866-747-0493 or contact the Missouri Department of Natural Resources at 573-368-7344.

Brenda Eaves

Indian Hills Utility Operating Company Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY is LIFTED for:**

**All Squaw Dr. and 449 to 701 Lakeshore Dr. (Zone C) and All Cochise Dr. (Zone D)**

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:09 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: BOIL WATER ADVISORY LIFTED

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Daniel Janowiak [djanowiak@cswrgroup.com](mailto:djanowiak@cswrgroup.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Date: Friday, 29 September 2017, 04:46PM -05:00 Subject: BOIL WATER ADVISORY LIFTED

**BOIL WATER ADVISORY LIFTED:**

**The area affected was: All Lakeside Dr, All Oak Rd, All Hickory Dr, All Walnut Rd, All Dogwood Dr, from 400 – 447 Lakeshore Dr.**

To Whom It May Concern:

The Missouri Department of Natural Resources (DNR) has **lifted the boil water notice** for Indian Hills Utility Operating Company, Inc., (Public Water System ID #MO6036052.) The system is located in Crawford County near Cuba, Missouri.

The advisory is being lifted today, September 29, 2017 at 3:30 pm. Samples collected were safe. **To assure that possible contamination is removed from plumbing, all customers should flush all the water lines in their home by operating all water faucets (both hot and cold) and flushing toilets. Any customer who notices colored or odorous water should report this to the water system official listed below or to the MO DNR.**

For information, call 866-747-0493 or contact the Missouri Department of Natural Resources at 573-368-7344.

Brenda Eaves  
Indian Hills Utility Operating Company Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY is LIFTED for:**

**All Lakeside Dr, All Oak Rd, All Hickory Dr, All Walnut Rd, All Dogwood Dr, from 400 – 447 Lakeshore Dr.**

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:09 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: Localized BOIL WATER ADVISORY IN EFFECT Today, September 27, 2017 Zone B  
\*\*\*

--

Sent from AOL Email App for Android

----- Forwarded Message ----- From: Brenda Eaves [beaves@cswrgroup.com](mailto:beaves@cswrgroup.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Date: Wednesday, 27 September 2017, 03:55PM -05:00  
Subject: Localized BOIL WATER ADVISORY IN EFFECT Today, September 27, 2017 Zone B \*\*\*

Localized Precautionary Boil Water Advisory:

## **Localized BOIL WATER ADVISORY IN EFFECT**

**Today, September 27, 2017** due to a pressure reduction, a portion of (MO DNR number MO6036052) Indian Hills Subdivision near Cuba, MO, will be on a boil water advisory. **The area affected is: All Lakeside Dr, All Oak Rd, All Hickory Dr, All Walnut Rd, All Dogwood Dr, from 400 – 447 Lakeshore Dr.**

When water pressure is low, conditions exist which could allow contamination to enter the distribution system or household plumbing. When large areas of a system are involved the probability that contamination has occurred is high.

The boil water advisory takes effect on Wednesday, September 27, 2017 at 3:40 pm and will remain in effect until water sample results indicate that no contamination is present.

We hope to have this resolved soon and we will make every effort to keep you informed. We are posting signs in the subdivision, updating our website, emailing customers, and notifying KTTR and KTUI radio stations. Please notify your neighbors and anyone who may be at risk.

### **GENERAL BOIL WATER INFORMATION**

Anyone served by the affected public water system should observe the following precautions:

- Boil water vigorously for three minutes prior to use for cooking or drinking.
- Disinfect food contact surfaces (dishes) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
- Dispose of ice cubes and remake with water that has been boiled



- Continue boiling all water that is to be used for cooking or drinking until the cause of the contamination has been found and corrected.
- Water used for bathing does not need to be boiled.
- LET WATER COOL SUFFICIENTLY BEFORE DRINKING (approximately 110 degrees F)

Indian Hills Utility Operating Company, Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY IN EFFECT for: All Lakeside Dr, All Oak Rd, All Hickory Dr, All Walnut Rd, All Dogwood Dr, from 400 – 447 Lakeshore Dr.**

**Robin L. Steiner**

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:09 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: BOIL WATER ADVISORY LIFTED (Zones C & D): \*\*\*\*

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Brenda Eaves [beaves@cswrgroup.com](mailto:beaves@cswrgroup.com) To: [support@indianhillsutilityoperatingcompany.com](mailto:support@indianhillsutilityoperatingcompany.com) Date: Tuesday, 26 September 2017, 02:23PM -05:00 Subject: BOIL WATER ADVISORY LIFTED (Zones C & D): \*\*\*\*

## **BOIL WATER ADVISORY LIFTED (Zones C & D):**

**The area affected was: All of Squaw Dr. and from 449-701 Lakeshore (Zone C) and all of Cochise Dr. (Zone D)**

To Whom It May Concern:

The Missouri Department of Natural Resources (DNR) has **lifted the boil water notice** for Indian Hills Utility Operating Company, Inc., (Public Water System ID #MO6036052.) The system is located in Crawford County near Cuba, Missouri.

The advisory is being lifted today, September 26, 2017 at 1:50 pm. Samples collected were safe.

**To assure that possible contamination is removed from plumbing, all customers should flush all the water lines in their home by operating all water faucets (both hot and cold) and flushing toilets. Any customer who notices colored or odorous water should report this to the water system official listed below or to the MO DNR.**

For information, call 866-747-0493 or contact the Missouri Department of Natural Resources at 573-368-7344.

Brenda Eaves

Indian Hills Utility Operating Company Inc.

**BE ADVISED:**

**PRECAUTIONARY BOIL WATER ADVISORY is LIFTED for:**

**All of Squaw Dr. and from 449-701 Lakeshore (Zone C) and all of Cochise Dr. (Zone D)**

## Robin L. Steiner

---

**From:** callmeal59@aol.com  
**Sent:** Sunday, October 15, 2017 7:29 PM  
**To:** Robin L. Steiner  
**Subject:** Fwd: RE: 851 Lakeshore

--  
Sent from AOL Email App for Android

----- Forwarded Message ----- From: Spratt, David [david.spratt@psc.mo.gov](mailto:david.spratt@psc.mo.gov) To: [callmeal59@aol.com](mailto:callmeal59@aol.com)  
Date: Tuesday, 09 August 2016, 01:17PM -05:00 Subject: RE: 851 Lakeshore

Mr. Brandl-

I contacted the company to get more information about the work being done in your area and I received a quick response. I did not mention you by name or address. I merely said that we had heard from some customers who had similar concerns about the yard restoration.

I was told that the work has been bid by a contractor and that the service lines and meter jobs were done on separate orders because of the equipment needed for each (which it seems to me a backhoe would have been needed on both). I was also told that yard restoration is slated to happen in September. The company said that customers were notified of the work to be done and that they are notified after the work when they believe restoration will be done. If nothing is done in September please let me know and I will be happy to follow up with the company again for you. I am meeting with the company and DNR in a couple of weeks to inspect the new facilities that have been installed by the new water company. Hopefully I can see some progress by then or get some more information directly from the company.

Please feel free to contact me anytime and keep me informed about what is going on in your area.

Thank you-

Dave

---

**From:** [callmeal59@aol.com](mailto:callmeal59@aol.com) [mailto:[callmeal59@aol.com](mailto:callmeal59@aol.com)]  
**Sent:** Sunday, August 07, 2016 3:40 PM  
**To:** Spratt, David  
**Subject:** 851 Lakeshore

Hey Dave...

The new water company put in a new meter a couple of months ago and left me a mess... When I called, I was told they will be back in the fall to level everything up. After breaking a few tractor blades, I decided to

do it myself because. I could live with the I had it, but last week, I got another surprise! They replaced the line going from the meter out to the street and left a bigger mess than before! When I asked the young man in charge, he said "they" will be back to level it off, but he didn't know if it would be this year or not...He also said he would do his best to level it off when they finished replacing the line. I have attached pictures.. I cannot cut half of my front lawn because of the condition of the terrain... Why didn't they do this at one time??? (when they replaced the meter.) I am not happy!!!!!!

What can I do to get my yard fixed before next year?? (assuming they DO come back.)

Looking forward to your thoughts!!

Thanks,

Al Brandl

Sent from Windows Mail