

**From:** [Emily Hamm](#)  
**To:** [OPC.mopco](#)  
**Subject:** [Released] [SPAM? 85 ] WR-2023-2006 - Homeowner Complaint  
**Date:** Thursday, July 6, 2023 7:47:54 AM

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Hello!

I am reaching out in regards to information shared from Confluence Rivers around the upcoming proposal for a drastic price increase in our water / sewer bill starting in November. The letter stated that they were proposing a monthly increase of 150% to water and a 200% increase to sewer to help cover the millions of dollars spent on previous neighborhoods they have helped clean-up and improve their water and other related systems.

Since Confluence Rivers has taken over the well house for Glen Meadows in Troy, Missouri, we have seen no improvement that would justify this astronomical monthly increase. Below are my three biggest concerns around the justification of this proposed increase due to the lack of improvements to our

- Attached are photos taken within the same 15 minute span of water from our kitchen sink on June 25th, 2023. The water from all facets, toilets, hoses, etc. is notoriously coming out in various ways. There is often a lot of "floaties" in the water. While I understand this is coming from a well system, there does not appear to have been any maintenance to our water and sewer system.
- I have noticed a drastic decrease in our water pressure over the last few months
  - The well house is the first house from the main street is has not been properly maintained. The roof is missing a multitude of shingles. There are vines/weeds growing out of the gutters/downspouts. The surrounding area goes several weeks without being properly maintained/mowed.

Reference #: WR-2023-2006

Please feel free to contact me with any additional questions!

Thank you for your time,  
Emily Hamm