

Re: 200 Hammerstone Drive - Majestic Lakes Subdivision

From: support@confluenceriversuoc.com

To: cfwilson1965@yahoo.com

Date: Friday, September 2, 2022 at 11:01 AM CDT

Good Morning,

I have sent this over to operations. They have not gave me an update as of yet. I do apologize for the inconvenience. I have reached out today for an update.

Thank You,
Confluence Rivers Utility Customer Support

To: support@confluenceriversuoc.com

Cc: pscinfo@psc.mo.gov

From: cfwilson1965@yahoo.com

Sent: Sep 02, 2022 at 06:59 AM CDT

Subject: Re: 200 Hammerstone Drive - Majestic Lakes Subdivision

It's now Friday and, as expected, I've received no response so I guess I get to fix my yard myself. But, you know, I'm so glad you doubled our water rates for such lousy customer service!

Cindy Martin

On Wednesday, August 31, 2022 at 12:21:21 PM CDT, <support@confluenceriversuoc.com> wrote:

Mrs. Martin,

I have reached out to operations about your email and I also forwarded the pictures you sent in over to them. I will reach back out when i have an update. We do apologize for this inconvenience.

Thank You,
Confluence Rivers Utility Customer Support

To: support@confluenceriversuoc.com

Cc: pscinfo@psc.mo.gov

From: cfwilson1965@yahoo.com

Sent: Aug 29, 2022 at 07:28 PM CDT

Subject: 200 Hammerstone Drive - Majestic Lakes Subdivision

There were contractors at my home last week, with no warning, digging up my yard for the water meter. They were supposed to send a text when they were discussing the water (we have dogs and I didn't want them knocking on the door) and they didn't.

It was supposed to be a 10-20 minute job - it took two days.

They were supposed to leave the yard looking the same as when they left. Yet, as you can see, I have ruts from the machinery they used, they pretty much filled the hole back up with the rock and clay that was originally in the hole which means I'll never be able to grow grass there - there's even a branch buried in the clay! I also found oil in my yard from their machinery!

Every time I tried walking around the mess they made while mowing the yard, I would twist my ankle from the dry clay and rocks.

I want this fixed - this week! I waited thinking they would be back to fix it and, what a surprise, they haven't been back. I expect you to hold off on any disconnection plans you have for my home because if this mess isn't fixed, I'm taking the water payment and I'm fixing it myself - which will require purchasing decent dirt so I can, hopefully, grow grass, purchase grass seed to put down in hopes that something will grow before it gets cold and then more straw. Because I'll have to do it correctly which your people have not.

Fix it!!!!

Cindy Martin

Sent from my iPhone