

**Customer Account Information**

For Service To: Alice Geary  
11127 Patrina Ct

Account Number: 35-0505169-2

Premise Number: 35-0229944

**Billing Period & Meter Information**

Billing Date: Mar 17, 2008

Billing Period: Dec 06 to Mar 12 (97 days)

Next reading on/about: Jun 09, 2008

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 0000271038 is a 5/8-inch meter.

Present-actual

Last-actual

100 CF used

1 cu. ft. equals 7.50 gallons

Gallons used

757

604

153

114750

**Billing Summary****Prior Balance**

Previous Balance Utility Charges

Balance from last bill

Payments as of Mar 17, 2008. Thanks!

Total prior balance, Mar 17, 2008

**Current Water Charges**

Customer Charge

Usage Chrg (\$1.731900 x 153.00) error

Total water charges, Mar 17, 2008

**Other Current Charges**

Primacy (St Louis) < 1"

Fire Hydrant Service

Service Line Protection Charge

Total other charges, Mar 17, 2008

**Taxes**

Gross Receipts Tax

Total taxes, Mar 17, 2008 error

**TOTAL AMOUNT DUE**

\$62.19

\$62.19

-62.19

.00

~~15.25~~

10.23

264.98

275.21

.27

5.51

3.00

8.78

14.77

14.77

\$298.76

**Customer Account Information**

For Service To: Alice Geary  
11127 Patrina Ct

Account Number: 35-0505169-2

Premise Number: 35-0229944

**Billing Period & Meter Information**

Billing Date: Apr 30, 2008

Rate Type: Residential

**Billing Summary****Prior Balance**

Previous Balance Utility Charges

Balance from last bill

Payments as of Apr 30, 2008. Thanks!

Total prior balance, Apr 30, 2008

**Adjustments**

Leak - Adj Res

Total adjustments, Apr 30, 2008

**Taxes**

Gross Receipts Tax

Total taxes, Apr 30, 2008

**TOTAL AMOUNT DUE**

\$298.76

\$298.76

-38.22

260.54

-161.30

-161.30

-8.49

-8.49

\$90.75

**Messages from Missouri American Water**

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

The due date pertains to current charges only. Any past due balance should be paid immediately.

\* Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.

**Customer Account Information**

For Service To: Alice Geary  
11127 Patrino Ct

Account Number: 35-0505169-2

Premise Number: 35-0229944

**Billing Period & Meter Information**

Billing Date: Jun 12, 2008

Billing Period: Mar 12 to Jun 09 (89 days)

Next reading on/about: Sep 05, 2008

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 0000271038 is a 5/8-inch meter.

Present-actual 768

Last-actual 757

100 CF used 11

1 cu. ft. equals 7.50 gallons

Gallons used 8250

**Billing Summary**

6-12-08

spring quarter

Prior Balance			
Previous Balance Utility Charges			\$298.76
Balance from last bill			\$298.76
Adjustments			-169.79
Payments as of Jun 12, 2008 Thanks!			-38.22
Total prior balance, Jun 12, 2008			90.75
Current Water Charges			
Customer Charge			10.23
Usage Chrg (\$ 1.73190 x 5.56)			9.63
Usage Chrg (\$ 1.73190 x 5.44)			9.42
Total Use Billed		11.00	29.28
Other Current Charges			
ISRS - 100 cubic feet		0451	.25
Primacy (St Louis) < 1"			.27
Fire Hydrant Service			5.46
Service Line Protection Charge			3.00
Total other charges, Jun 12, 2008			8.98
Taxes			
Gross Receipts Tax			1.84
Total taxes, Jun 12, 2008			1.84
TOTAL AMOUNT DUE			\$130.85

Delinquent if not received by:  
Jun 30, 2008

-90.75  
40.10

**Customer Account Information**

For Service To: Alice Geary  
11127 Patrino Ct

Account Number: 35-0505169-2

Premise Number: 35-0229944

**Billing Period & Meter Information**

Billing Date: Sep 10, 2008

Billing Period: Jun 09 to Sep 05 (88 days)

Next reading on/about: Dec 08, 2008

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 0000271038 is a 5/8-inch meter.

Present-actual 776

Last-actual 768

100 CF used 8

1 cu. ft. equals 7.50 gallons

Gallons used 6000

**Billing Summary**

summer quarter

Prior Balance			
Previous Balance Utility Charges			\$130.85
Balance from last bill			\$130.85
Payments as of Sep 10, 2008. Thanks!			-40.10
Total prior balance, Sep 10, 2008			90.75
Current Water Charges			
Customer Charge			10.23
Usage Chrg (\$1.731900 x 8.00)			13.86
Total water charges, Sep 10, 2008			24.09
Other Current Charges			
ISRS - 100 cubic feet			.36
Primacy (St Louis) < 1"			.27
Fire Hydrant Service			5.46
Service Line Protection Charge			3.00
Total other charges, Sep 10, 2008			9.09
Taxes			
Gross Receipts Tax			1.58
Total taxes, Sep 10, 2008			1.58
TOTAL AMOUNT DUE			\$125.51

Delinquent if not received by:  
Sep 26, 2008

Attdue 34.76

water main break 90.75

paid  
34.76 ch# 3134



## Missouri American Water

P.O. Box 578, Alton IL 62002  
1-866-430-0820

AMW003 P0EDX1 00000996

03/14/2008

Geary, Alice  
11127 Patrina CT  
Saint Louis MO 63126-3528

Account Number: 35-0505169-2  
Premise Number: 350229944  
11127 Patrina CT

Dear Customer:

You will receive your current water bill within a few days. This letter is automatically sent to our customers whose current billed water usage is at least 50% higher than their most recent three-month average. This may or may not indicate a problem depending on your consumption patterns during the past few months. If you are not aware of any reason for increased water consumption, you may wish to inspect your plumbing and fixtures for the source of this increased usage. Perhaps you hear running water when no water or appliance is in use or your toilet (tank) refills without being used. These are just a few reasons for higher consumption.

If, after conducting your inspection, you still have concerns, we suggest you contact customer service and speak to a representative who can assist you.

If you have any other questions, please feel free to contact customer service at 1-866-430-0820, 24 hours a day, 7 days a week.

Sincerely,

Missouri American Water

P.O. Box 578, Alton IL 62002  
1-866-430-0820



04/28/2008

Geary, Alice  
11127 Patrina CT  
Saint Louis MO 63126-3528

Account Number: 35-0505169-2  
Premise Number: 350229944  
11127 Patrina CT

Dear Customer:

We have investigated your account and concluded that you are entitled to a credit adjustment. Your account was adjusted on Monday, April 28, 2008 in the amount of \$161.30, which represents 104,250 excess gallons of water.

We trust you will find this adjustment satisfactory. If you are served by a Public Service District or Sanitary Board, we will also communicate this adjustment to the appropriate company for their consideration of a sewer adjustment.

Should you have any questions, please feel free to contact our Customer Service Department at 1-866-430-0820. Associates are available 24 hours per day, 7 days a week for your convenience.

Sincerely,

Customer Service

*allan  
4/29/08*



## Missouri American Water

P.O. Box 578, Alton IL 62002  
1-866-430-0820

AMERICAN WATER

AMW003 POF22C 00001711

06/16/2008

Geary, Alice  
11127 Patrina CT  
Saint Louis MO 63126-3528

Account Number: 35-0505169-2  
Premise Number: 350229944  
11127 Patrina CT

Dear Ms Geary:

We have considered your request for a courtesy adjustment to your account because of a leak at your property. We regret that after reviewing your account, we have determined that no credit will be issued.

According to our records, your account was issued a courtesy leak adjustment on April 28, 2008. At that time, you were advised that this type of adjustment is a one-time only courtesy.

Because we recognize the added financial burden that may have been imposed on you due to your leak, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to establish a payment plan, please call our office and speak with a customer service representative.

If you would like to discuss your account further, please call our customer service representatives at 1-866-430-0820.

Jane Conrad

Sincerely,

I would appreciate your assistance in rectifying her billing situation to her satisfaction.

Ms. Geary learned the next day that there had been a water main leak on her cul-de-sac during her absence. Her plumbing repair person attributed the leaks in her home to the repair of the water main outside her home.

I met Ms. Geary up at her home on 12/24/07 to take her to the airport as she was departing for a two week trip. I had the opportunity to walk through her home at that time and can confirm that there was no water leak. On 1/7/08, when we entered her home upon return from her out of town travels, we immediately noticed the sound of leaking water and discovered that both toilets were overflowing. Water had soaked both bathrooms completely and was pouring from the main level floor into the basement. We were both shocked to find this condition and agreed that it was highly unlikely that two toilets in separate bathrooms would have a problem at the same time.

I am writing in support of a billing complaint from Alice Geary who resides at 11127 Patrina Court, St. Louis, MO 63126. Her Missouri Water Co. account number is 35-0505169-2.

Dear Billing Department:

Missouri Water Company  
P.O. Box 578  
Alton, IL 62002

May 19, 2008

Jane Conrad  
125 Orchard Avenue  
St. Louis, Missouri 63119

year	94	95	96	97	98	99
work	6	11	9	12	12	14
CFs						

Alice  
Geary

WINTER QUARTER USAGE

year	00	01	02	03	04	05	Jan
13	22	11	14	11	17		

06  
19

~~Handwritten scribbles~~

073  $185 \div 14 = 13 \text{ AV}$

14  $\frac{\text{annuity from Hartford (3 stock) stock holdings 400}}{\text{bond holdings 1} + 300}$   
700

11127 Patricia Court

St. Louis, MO 63126

April 17, 2008

Missouri American Water Co

P.O. Box 578

Alton, IL 62002

To the Billing Department:

I am writing about the water leak in my house that occurred sometime between Dec 24, 2007 and Jan 7, 2008, a two week period when I was out of town. When I entered my house on Jan 7 with a friend, we heard the sounds of rushing water from both bathrooms. Altho there had been no problems at the time I left, the toilet shut offs were not working and water was running from two toilets.

My neighbors informed me there had been a water main break in our cul-de-sac. They said that a Missouri American Water Co crew was in the cul-de-sac repairing the broken main on approximately January 2nd, 2008. They thought it was in the week between Dec 31st and Jan 7th.

I called a maintenance technician who does my home repairs, and he came to the house to repair the toilets. He stated

That the Toilet "fills" had been damaged at the time of the water main break and repair, by dirt or sand getting into the line, and that is why the toilets were running on, leaving water gushing into both bathroom for 5-8 days.

I am enclosing the receipts for repairs as requested by your office. I paid the maintenance technician in cash, and he does not bill me. Thus the receipts are for parts, the two earlier ones for the toilet parts, ~~the~~<sup>a</sup> later one, <sup>not included</sup> for a new sump pump, which operates infrequently. When it finally came on it would not shut off either, due to the same reason as the toilets.

The water bill you sent me for the period Dec 07 to Mar 08 is completely out of line with any conceivable usage on my part. I'm enclosing a chart of past water usage for the same period over the years. The average is 13 CF's.

In addition, my water usage for Dec to Mar this year was even lower, for two reasons:

- 1) My husband died 11-21-07. His

laundry was formerly a big part of our water usage. However there was only one person in the household from Dec 07 to Mar 08;

2) I was out of town for the two week period Dec 24 to Jan 7. There was no one in the house for that period whatsoever to use water,

I would accept a leak adjustment that causes me to pay for 10-13 CF's, based on average over the past years (13 CF's) or most likely usage this past quarter (10 CF's.)

Please inform me of your decision.

Yours very truly,

ENC: death certif  
chart of usage  
receipt

Alice Geary  
11127 Patricia Ct  
St. Louis, MO 63126



*copy to keep*

Missouri American Water Co  
P. O. Box 578  
Alton, IL 62002

11127 Patrino Court  
St. Louis, MO 63126  
May 19, 2008

To the Billing Department:

Thank you for your letter regarding a partial credit adjustment of the excessive water charge billed to me for December 6 to March 12, 2008.

In the fourteen years I have resided at my current address, I have never used more than 22 CF's (used in 2001) during the winter period even when I had a leak due to a defect in plumbing inside my house. (I still keep a record of this billing period because MSD uses this period on which to base their bill.) As I wrote you earlier, the recent leak occurred because your repair of a water main break damaged the "fill" in both my toilets, causing them to spew water all over both bathrooms.

When I left town on the 24<sup>th</sup> of December, there was no leak anywhere in my plumbing. I have a witness to this: when a friend picked me up to take me to the airport on the 24<sup>th</sup>, there was no water leak. On my return on January 7<sup>th</sup> she picked me up at the airport and brought me home. The moment we came in the front door, we heard a loud rush of water, and found both toilets gushing water.

My neighbors informed me that there had been a water main break in our cul-de-sac during the time I was gone. I was able to get a maintenance technician to repair both toilets the same evening I returned, on January 7<sup>th</sup>. The repairman informed me that the toilet "fills" had been damaged at the time of the water main break because of dirt or sand getting into the line, thus causing the gushing water for as much as 14 days (the period I was out of town.)

Perhaps you were misled by one of the receipts I enclosed with my first letter. The receipt I sent you for January 7 was for two toilet "fills." Both were repaired that evening, after which there was no water leaking in either toilet.

I misread the January 7<sup>th</sup> receipt as including one item when it was in fact the charge for two. (The receipt stated 2@6.98, which I originally thought was "2@98." As a result I mistakenly sent the second receipt also, not noticing the different date.) The later receipt was to repair a disconnect within the toilet which kept me from being able to flush it at all. It was not connected to any leak, and there was no leak after January 7<sup>th</sup>. The maintenance technician who repaired the toilets will witness to that fact.

While I appreciate the courtesy of your willingness to make an adjustment, I not only do not find the 57% adjustment satisfactory, I am outraged that your company would attempt to charge me for water leaked in the process of your damaging my toilets and my sump pump, the latter of which had to be completely replaced. In an ideal world, the Missouri American Water Company would send me a check for those damages, not to mention the cleanup.

I already sent you a check for \$38.22, which I thought was based on 13 CF's, the average used in the winter quarter by my husband and me over the past 13 years. Since I was the only person in the household during the most recent twelve-weeks (I already sent you the certificate for my husband's death in November) and was absent for two of those twelve weeks, the actual water usage was probably 10 or less. When I attempted to pay for 13 CF's I did not know the formulas for the Customer Charge, the "Other Current Charges," or the Gross Receipts Tax, hence I was unable to figure the exact amount.

I would be willing to settle this matter for the correct charge for 13CF's, or an amount somewhere in line with my past or conceivable winter quarter usage. What you have adjusted does not fit that criterion, nor is it an appropriate amount for a water leak that was in no way caused by an event in this household.

Yours very truly,

Alice Geary