

Name: Glen Jones) Complainant
vs. Missouri American Water)
and)
Company Name: Missouri Sewer District) Respondent

Case No. C201200490

Filed
January 3, 2012
Data Center

COMPLAINT

1. Respondent, Ferguson, Mo. 63135
Missouri American Water & Sewer District
(company name)
of St Louis Mo.
(location of company), is a public utility under the

2. As the basis of this complaint, Complainant states the following facts:

I have included my complaint letter with the facts

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Explained in letter included.

WHEREFORE, Complainant now requests the following relief:

1. adjustment To water bills

2. MSP to respond to water (sewer) undermining my houses for 3 1/2 to 4 years

Dec 29, 2011
Date

Glen Jones
Signature of Complainant

314-524-7795
Complainant's Phone Number

Complainant's E-mail Address

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

mailed Aug 19, 2011

Glen Jones
705 Wiegel
Ferguson, Mo. 63135
314-524-7795

Dear Consumer Service M.P.S.C.,

I am sending this letter in regards to a water leak and a water or sewer overflow problem associated with my address. For approximately four years there has been a water leak in front of my house which results in water or sewer overflow running down the street.

My water meter is about fifty yards from my house, the line runs through my yard, under the street along the other side of the street to a meter which is located at the corner of Marvin and Wiegel.

I travel several times a year and from 2006 to 2010 I have been out of town for the months of February, March, July, and August. My house was empty and I shut my water off during these months.

On April 27, 2010, after being out of town February and March, with my water off to prevent any freezing in my water pipes, I received a water bill for \$50.48. I then called the water company to inform them there was a leak and requested they send someone to inspect the leak. The person I talked to flat out refused to send any one out to inspect for a leak. I've never spoke to someone so narrow minded. I felt I had no recourse but to let it go.

In April 2011 an employee from the water company, Kenny, knocked at my door and asked me to shut my water off. We walked to my water meter on the corner where they had a microphone on the meter and you could hear water running through it. They proceeded to dig up the street and informed me that the stop-cock was broken and the whole line should be replaced.

I was told to make an application to the St. Louis County repair line program which I did, Tape Plumbing (990-0900) Came out and did not replace the line but repaired a leak in the line.

I have a septic tank in the back of my house, about the same time I had just had the septic tank pumped out and two Days later I check the tank to find it full again. There was still water running down the street after they repaired the leak. I told the employees of the water co. about my septic tank filling up in two days and they said they would check on the leak and get back to me on what was going on, they fixed the problem but I was not contacted. The rear of my house has sunk about 6"-8" .

I called the water co. to try to get an adjustment on my bill. I requested to have a supervisor call me, no one has ever called me back. I have waited thirty days. When I received my latter bill I called again I talked to a supervisor who offered to take \$2.20 off my bill. I talked to the supervisor in billing who offered to take \$20.00 off my bill.

In conclusion I would say on 1/28/08 my bill went from around \$20.00 to \$80.86, I believe this is when the water Leak began, along with a sewer or water leak which has caused damage behind my house. I am a single person, I do not have a washer or dishwasher. All my enquiries have been dismissed and ignored.

I am hopeful your investigation will find out if the Water co. or MSD is responsible for the overflow. I have been
At this address for twenty-six years and consider myself a good customer. I very much appreciate your help in this matter.

Sincerely,

A handwritten signature in black ink that reads "Glen Jones". The signature is written in a cursive style with a large, stylized "G" and "J".

Glen Jones