

According to the above explanations M.W.C. is responds for high bill of \$386.30 and my higher payments to M.S.D. company

Please find the copies of High Bill Inspections and my charts.

If M.W.C. still disagree to compensate as \$200.00 for high bill and \$100.00 that I paid to M.S.D. I would like to have a hearing with above company.

Gene's Properties LLC

Gene Koverman (President)  03/01/2006.

**FILED<sup>4</sup>**

MAR 09 2006

Missouri Public  
Service Commission

To: The Public Service Commission  
Of The State of Missouri  
Lera Shemwell  
Senior Counsel

From: Gene's Properties, LLC  
Gene Koverman, President and  
Owner of the property at  
10952 Whitehall Manor Dr.  
Bridgeton, MO 63044

Dear Mrs. Shemwell,

Following our conversation over the phone on 03/01/2006, I'm writing the response to the Report of Investigation, Case No. WC-2006-0248.

1. They (MWC) can't say this meter returned to normal operation. As you can see on my chart enclosed, the reading is jumping up and down every time. The difference between numbers is twice more or less. It's telling that this meter is not working properly.
2. According to the High Bill Inspection on 7/28/2005 by MWC, during inspection the meter signs of movement for 5 minutes. On the other property of 10957 Warwickhall according to High Bill Inspection dated 08/16/2005 the meter signs of movement for 3 minutes. It's almost the same movement but the difference with the amounts. This both inspections show small dripping, not leaking of water.
3. In my knowledge, from 2002 or 2003 the representative from M.W.C can't go to the basement for meter reading (insurance purpose). From that time M.W.C. didn't responds to install electronic meter outside of the wall. After all, I had to request to install new electronic meter.
4. It not possible to determinate with eyes and flash light that mechanical device works properly well. For instants, you get gasoline from gas station and the meter show that you pump 20 gallons but can you be sure that you get 20 gallons? Of course, NOT.

2005

10952 Whitehall Manor Bridgeton, Mo. 63044 #1(4) #2(2) #3(3) #4(2) (11) people	From January To April \$163.13 water M.S.D. \$55.00 Average \$53.00 M.S.D. \$162.26 water	10957 Warwick Hall Dr. Bridgeton, Mo. 63044 #1(4) #2(2) #3(4) #4(1) (11) people	From May to August \$164.73 water M.S.D. Average \$62.00 Next month's statement. August - November \$161.52 water	From July To July \$147.00 M.S.D. Average \$52.00	From October To October \$203.27 water M.S.D. Average \$52.00	Average \$183.20 Normal
10957 Saxondale Dr Bridgeton, Mo. 63044 #1(5) #2(4) #3(2) #4(2) (13) people	From February to May \$182.39 water M.S.D. Average \$62.00	From May to August \$164.73 water M.S.D. Average \$62.00 Next month's statement. August - November \$161.52 water	From July To July \$147.00 M.S.D. Average \$52.00	From July To July \$147.00 M.S.D. Average \$52.00	From October To October \$203.27 water M.S.D. Average \$52.00	Average \$148.38 Normal
10957 Saxondale Dr Bridgeton, Mo. 63044 #1(5) #2(4) #3(2) #4(2) (13) people	From February to May \$182.39 water M.S.D. Average \$62.00	From May to August \$164.73 water M.S.D. Average \$62.00 Next month's statement. August - November \$161.52 water	From July To July \$147.00 M.S.D. Average \$52.00	From July To July \$147.00 M.S.D. Average \$52.00	From October To October \$203.27 water M.S.D. Average \$52.00	Average \$173.56 Normal

October to  
January 06

112.41

142.93

Didn't get yet.

Page #2

41 - units Apartment  
Court House

10952 Whitehall  
Manor

10857 Westwickhall

10957 Saxenhall

163, 386, 203;

Very stabilizer usage  
Electronic meter

Same electronic  
meter

112  
Mechanical Meter  
Jump up and down

162, 139, 143, 142

182, 164, 161;



# Missouri-American Water Company

## High Bill Inspection

CURRENT Reading 0545

Address: 10957 Wanhwick hall

Date: 8-16-05

Associate #: 2722

- ☐ **We found no one home** to perform the high bill inspection you requested. Please call our Customer Service Call Center at 1-866-430-0820 (Toll Free) to reschedule a time when someone will be present.

- ☐ **It has been determined that your meter was previously misread or inaccurately estimated.** You will receive a corrected bill in approximately 2 weeks. Please disregard current bill.

### During our inspection we found the following leaking and/or dripping:

#### Indoor

- |  |                                     |                                    |   |
|--|-------------------------------------|------------------------------------|---|
| <input type="checkbox"/> Main floor _____ Bathroom | <input type="checkbox"/> faucet     | <input type="checkbox"/> toilet    | <input type="checkbox"/> shower/tub       |
| <input type="checkbox"/> Kitchen                   | <input type="checkbox"/> faucet     | <input type="checkbox"/> ice maker |   |
| <input type="checkbox"/> Downstairs _____ Bathroom | <input type="checkbox"/> faucet     | <input type="checkbox"/> toilet    | <input type="checkbox"/> shower/tub       |
| <input type="checkbox"/> Upstairs _____ Bathroom   | <input type="checkbox"/> faucet     | <input type="checkbox"/> toilet    | <input type="checkbox"/> shower/tub       |
| <input type="checkbox"/> Misc.                     | <input type="checkbox"/> humidifier | <input type="checkbox"/> hose bib  | <input type="checkbox"/> hot water heater |
| <input type="checkbox"/> (Other) _____             |                                     |                                    |   |

#### Outdoor

- |  |                                      |                               |                               |
|--|--------------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Spigot (faucet)                                       | <input type="checkbox"/> Front       | <input type="checkbox"/> Back | <input type="checkbox"/> Side |
| <input type="checkbox"/> Service Line/ Meter Box Piping (see attached notice)  |                                      |                               |                               |
| <input type="checkbox"/> Meter (or other Water Co. owned component)            | <input type="checkbox"/> Outlet side |                               |                               |
| <input type="checkbox"/> Possible irrigation system leak (see attached notice) |                                      |                               |                               |
| <input type="checkbox"/> (Other) _____   |                                      |                               |                               |

### Repaired Items

- ☐ Appears repairs have been made to the following items: \_\_\_\_\_

- ☐ During our inspection we examined (timed) the meter for signs of movement for \_\_\_\_\_ minutes. At this time we cannot detect any usage through the meter. It is possible there is an intermittent, slight, or no leak at all.
- ☒ During our inspection we examined (timed) the meter for signs of movement for 3 minutes. The meter did show registration. This indicates you may have a leak, although we cannot find the cause of the registration. You may want to hire a plumbing contractor to further investigate a possible leak.
- ☐ We are unable to examine (time) your meter at this time. All water consuming fixtures must be shut off while performing the examination of the meter.

- ☐ At this time the billed reading has been verified as correct. Please pay current bill. If you have any other information or questions, please call our Customer Service Call Center at 1-866-430-0820 (Toll Free).
- ☐ (Other) \_\_\_\_\_

Missouri-American Water cannot guarantee the results of a High Bill inspection. This inspection is intended to find evidence of leaks that would cause an excessive water bill. Some leaks are intermittent and may not become apparent during our investigation. We have many years of experience locating leaks, however you may want to also obtain the services of a licensed plumbing contractor to confirm or investigate for leaks. It is the responsibility of the customer to repair any portion of their service line (excluding the meter). The service line begins at the water main and runs into the building and connects to all your internal piping and fixtures.

FOR  
Gene



# Missouri-American Water Company

## High Bill Inspection

CURRENT Reading 3500

Address: 10952 Whitehall

Date: 7-28-05

Associate #: 2722

☐ **We found no one home** to perform the high bill inspection you requested. Please call our Customer Service Call Center at 1-866-430-0820 (Toll Free) to reschedule a time when someone will be present.

☐ **It has been determined that your meter was previously misread or inaccurately estimated.** You will receive a corrected bill in approximately 2 weeks. Please disregard current bill.

### During our inspection we found the following leaking and/or dripping:

#### Indoor

- |  |                                     |                                    |   |
|--|-------------------------------------|------------------------------------|---|
| <input type="checkbox"/> Main floor _____ Bathroom | <input type="checkbox"/> faucet     | <input type="checkbox"/> toilet    | <input type="checkbox"/> shower/tub       |
| <input type="checkbox"/> Kitchen                   | <input type="checkbox"/> faucet     | <input type="checkbox"/> ice maker |   |
| <input type="checkbox"/> Downstairs _____ Bathroom | <input type="checkbox"/> faucet     | <input type="checkbox"/> toilet    | <input type="checkbox"/> shower/tub       |
| <input type="checkbox"/> Upstairs _____ Bathroom   | <input type="checkbox"/> faucet     | <input type="checkbox"/> toilet    | <input type="checkbox"/> shower/tub       |
| <input type="checkbox"/> Misc.                     | <input type="checkbox"/> humidifier | <input type="checkbox"/> hose bib  | <input type="checkbox"/> hot water heater |
| <input type="checkbox"/> (Other) _____             |                                     |                                    |   |

#### Outdoor

- |  |                                      |                               |                               |
|--|--------------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Spigot (faucet)                                       | <input type="checkbox"/> Front       | <input type="checkbox"/> Back | <input type="checkbox"/> Side |
| <input type="checkbox"/> Service Line/ Meter Box Piping (see attached notice)  |                                      |                               |                               |
| <input type="checkbox"/> Meter (or other Water Co. owned component)            | <input type="checkbox"/> Outlet side |                               |                               |
| <input type="checkbox"/> Possible irrigation system leak (see attached notice) |                                      |                               |                               |
| <input type="checkbox"/> (Other) _____   |                                      |                               |                               |

### Repaired Items

☐ Appears repairs have been made to the following items: \_\_\_\_\_

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☒ During our inspection we examined (timed) the meter for signs of movement for 5 minutes. The meter did show registration. This indicates you may have a leak, although we cannot find the cause of the registration. You may want to hire a plumbing contractor to further investigate a possible leak.

☐ We are unable to examine (time) your meter at this time. All water consuming fixtures must be shut off while performing the examination of the meter.

☐ At this time the billed reading has been verified as correct. Please pay current bill. If you have any other information or questions, please call our Customer Service Call Center at 1-866-430-0820 (Toll Free).

☐ (Other) only slight Registration

Missouri-American Water cannot guarantee the results of a High Bill inspection. This inspection is intended to find evidence of leaks that would cause an excessive water bill. Some leaks are intermittent and may not become apparent during our investigation. We have many years of experience locating leaks, however you may want to also obtain the services of a licensed plumbing contractor to confirm or investigate for leaks. It is the responsibility of the customer to repair any portion of their service line (excluding the meter). The service line begins at the water main and runs into the building and connects to all your internal piping and fixtures.