

- 7.) The complainant entered the amounts of his damages to the staff and the commission via the informal complaint process and those amounts were deemed reasonable by the commission.
- 8.) Complainant did not request that the east meter be moved, but that the valves and pipe between the new meter and the old box be replaced, as they would need to be uncovered to eliminate the east curve, they are 55 years old, and, have not been maintained by the company for at least 11 years because the complainant was told by the company that they belonged to him. Complainant herein alleges willful misconduct in that instance by the company at this point, and amends his benevolent testimony to the contrary.
- 9.) The requested replacement of the east valves was in order for the complainant to accept responsibility for items summarily transferred to him verbally by the respondent in contradiction to the Commission's statutes.
- 10.) Had the company used, known of, or installed the west pipe shown on the 1992 drawings to bring service to the west valve box and placed their meter there, complainant could have made connection to that point during construction of his new building, within his property, while he had equipment on site, and the company would not have needed to bring a new line across the street exclusive of the size requested.
- 11.) Respondent refused to bring service to lot 9 at the east end of complainant's property, choosing instead to place the new, east meter in her existing line at which point complainant was forced to pay for 150 feet of excavation, pipe, and appropriate fill in order to make connection to the water service. That 150 feet of pipe now runs parallel to, and inside the city right of way, leaving a plethora of possible issues to be dealt with in the future as a proximate result of the respondent's desire to relieve herself of her responsibility as a public utility.

Therefore, Complainant prays the commission order relief in the form of remuneration by the respondent for his expenditure of time and resources on the repair of the company's pipe (\$318.29), and respondent connecting the west meter to the west valve box to alleviate the burden on the complainant to excavate and place lines to a valve box belonging to the respondent in order to maintain service to his existing structures, and whatever additional relief may seem meet and proper.

Respectfully submitted,

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Certificate of Service

I hereby certify that copies of the foregoing have been transmitted by electronic mail to Rachel M. Lewis, Attorney for the Staff of the Missouri Public Service Commission, rachel.lewis@psc.mo.gov on this 5th day of October, 2012.