

FILED
January 10, 2008
Data Center
Missouri Public
Service Commission

January 5, 2008

VIA UNITED STATES MAIL

Secretary of the Missouri PSC Attn: Data Center P.O. Box 360 Jefferson City, MO 65102-0360

RE: Formal Complaint Against Missouri Gas Energy

Dear Secretary:

Enclosed herein please find an original and eight (8) copies of a Formal Complaint that my client, FP Grandboro, LLC, hereby files against Missouri Gas Energy. Please direct all correspondence to my office at the address below. I can be reached by telephone at (816) 224-3133. Thank you in advance for your assistance in this matter.

Jerry W. Potocnik

Sincerely

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Name: FP Caravd boro LLC Complainant))
VS.	Case No.
Company Name: Missouri Gas Energy.)))
COMPLAINT	
Complainant resides at 13900 Graw (address)	dboro Lavie Grandview (se of complainant)
1. Respondent, Missouri Gas	Energy .
	, is a public utility under the
jurisdiction of the Public Service Commission of the St	ate of Missouri.
2. As the basis of this complaint, Complainant	states the following facts:
See attached Report	
· .	· ·
The Complainant has taken the following s	atoms to proposit this semalaist to
the Respondent;	aroba to breacht this complaint to

See attached Seport.
WHEREFORE, Complainant now requests the following relief:
Reimbursement of replacement costs for III furnaces Reimbursement of labor costs re inspection & replacement
Reinburgement of labor costs re inspection & replacement
Reimbersement of expenses associated w/ financing of
furnace replacements
Loss of tuture income from departure of tenants
who moved due to gas being shut off.
1-5-08 Metor Attorney
Date Signature of Complainant for Congolaintant

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

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

Sterling Point Apartments (SPA) is a mutli-unit residential complex situated in Grandview, Missouri. There are more than two hundred (200) residents currently living at SPA. The grounds consist of seventeen (17) buildings, including five (5) buildings that house twenty (20) individual townhomes. There are one hundred twenty five (125) units altogether. A map of SPA is attached hereto as Exhibit A.

In each of the apartment buildings, there is a ground floor, a second level and a basement; there are six (6) residential apartments in each building. The furnaces are located in the basement of each building. There is one (1) water heater for each building, which also is located in the basement. Each apartment is equipped with a gas cooking stove. Residents are billed by Missouri Gas Energy (MGE) for the gas they use in the heaters. The landowner is billed for the gas provided to the public service meters, which in turn service the cooking stoves and the hot water heater in each building.

On October 20, 2007, MGE shut off the gas service to all the furnaces and public gas meters at SPA. For several days, the residents of this residential community were without gas to boil their water, cook their meals, take hot showers or heat their apartments. The temperatures during this time period ranged between the 40s, 50s and low 60s. MGE said it shut down the gas service to the entire complex because there were red tagged furnaces in Building 13908 that constituted a dangerous condition, mainly carbon monoxide and gas leaks. MGE gave no warning, written or otherwise, to the owner or residents at SPA prior to making its decision. MGE afforded SPA no opportunity to fix the problems and offered no alternative plan before shutting down the service. Moreover, MGE refused to entertain any alternative plan offered by SPA.

The decision to shut off the gas to SPA caused SPA owner, Scott Fricker, to make a Hobson's Choice. On the one hand, he could incur the expense of hiring an independent contractor to tear down 125 furnaces, assess whether in fact each of those units was working properly and fix those units that were not. On the other hand, he could simply follow the independent contractor's recommendation to replace most of the units (111 in all) because, as MGE described it, they were old. When making this decision, Mr. Fricker had the added pressure of negative news broadcasts, angry residents and MGE's uncooperative nature. Faced with these two (2) costly and undesirable choices, he decided to replace 111 units because it was the fastest way to convince MGE to restore gas service to the entire complex. He did it for his residents.

Mr. Fricker has incurred considerable damages in this matter, including but not limited to, expenses hiring independent contractors, buying and replacing 111 furnaces, financing such replacements, losing the future income from at least eight (8) tenants who decided to move out. His estimated losses total more than \$150,000.

The conclusions above are based on a compilation of facts derived from interviews with Scott Fricker and various SPA employees and independent contractors, including David Garcia, (property manager), James Britton (maintenance employee), Aaron Stiles

(independence contractor), Michael Shumway (independent contractor), Matt Seahorn (independent contractor). The following account reflects the events of the days leading up to and following October 23, 2007, when MGE decided to shut off the gas.

Wednesday, October 17, 2007:

Given the fall temperatures, SPA property manager, David Garcia, instructed SPA employee, James Britton, to commence lighting furnaces around the property. Mr. Britton lit only those furnaces without red tags. If any furnace had a red tag, he made note of it and moved on to the next furnace. Mr. Britton made inspection notes as he went along. Mr. Britton's Inspection Notes are attached hereto as Exhibit B.

There were no reports that day from any residents at SPA regarding gas leaks or odors of any kind. There were no reports of malfunctioning furnaces, cooking stoves or water heaters, either.

Thursday, October 18, 2007:

Mr. Britton continued to light furnaces around the property. He also continued to make a list of red tagged furnaces. In all, Mr. Britton lit 114 furnaces; he skipped eleven (11) furnaces because of red tags. The red tagged furnaces were located in the following buildings:

Building 13908, Unit 22 Building 13908, Unit 23 Building 13908, Unit 24 Building 13908, Unit 25 Building 13908, Unit 26 Building 13918, Unit 36 Building 13914, Unit 46 Building 5201, Unit 58 Building 13905, Unit 74 Building 13921, Unit 114 Building 13923, Unit 118

See J. Britton's Inspection Notes; Exhibit A.

Again, there were no reports of gas leaks or odors, and there were no reports of malfunctioning furnaces, cooking stoves or water heaters, either.

Friday, October 19, 2007:

Mr. Britton installed a new cooking stove for the tenants in Building 13908, Unit #24. The old stove had been not working properly. Installation was done Friday afternoon.

There were no reports from the tenants in Unit #24 or any other residents at SPA regarding a gas leak or odor that day. There were no reports of malfunctioning furnaces, cooking stoves or water heaters, either.

Saturday, October 20, 2007:

Saturday evening, the tenants in Building 13908, Unit #24 detected a "gas" odor and called MGE. The tenants did <u>not</u> call the after-hours number at SPA (816-204-1613). In response, MGE employee, "Mike", investigated. He discovered a gas leak behind the stove in Unit #24, turned off the gas valve and red tagged the stove. He then went into the basement of Building 13908 to further investigate and found red tags on furnaces for Units #22, #23, #24, #25 & #26. In response, he turned off each of the gas valves to those furnaces as well. It is not known whether any of the furnaces whose valves were red tagged and turned to the "on" position was actually lit prior to the MGE's investigation that evening.

Other than the above-described events, no one at MGE called the after-hours number at SPA or made any attempt, written or otherwise, to alert SPA of any dangerous condition on the property.

There were no additional reports that day made by any resident of any gas leaks or odors, and there were no additional reports of malfunctioning furnaces, cooking stoves or water heaters.

Sunday, October 21, 2007:

The gas remained off to five (5) of the (6) furnaces in Building 13908. The gas also remained off to the cook stove in Unit #24. Sunday afternoon, a tenant in Building 13908 stopped Mr. Britton, who also lives at SPA, and stated the gas had been shut off to the whole building. Mr. Britton went into the basement and discovered all of the gas valves were on the "off" position.

No one at MGE called the after-hours number at SPA or made any attempt, written or otherwise, to alert SPA of any dangerous condition on the property.

There were no reports from any residents regarding gas or other leaks at SPA that day, and there were no additional reports of malfunctioning furnaces, cooking stoves and water heaters.

Monday, October 22, 2007:

Monday morning, several tenants in apartments from Building 13908 contacted SPA property manager, David Garcia, complaining about the "gas leak" on Saturday; they also complained about the gas being shut off to their furnaces. In response, Mr. Garcia and several maintenance workers inspected the furnaces in Building 13908. They found five

(5) of the (6) furnaces had been red tagged. At least three (3) of the red tags instructed SPA to repair the flues. Only one (1) of the red tags instructed SPA to replace the unit. None of them stated that a dangerous condition existed or prohibited SPA from relighting the furnaces once the problems were fixed.

To address the problem, Mr. Garcia contacted Steve Bannister, a repairman, who came to Building 13908 and inspected the furnaces. It was Mr. Bannister's opinion that all redtagged units needed to be replaced. He did not provide Mr. Garcia any specific facts upon which to base his opinion other than the units were old. Mr. Garcia passed along Mr. Bannister's opinion to SPA owner, Scott Fricker, who decided to get a 2nd opinion, particularly based on the fact that MGE itself only recommended the replacement on one (1) such unit. Mr. Bannister left the property and did not work on any of the furnaces that day. None of the red tagged furnaces were lit that day, either.

That afternoon, Mr. Garcia contacted another repairman, Jose Sanchez, who inspected the furnaces in Building 13908 later that evening. After inspecting the units and reading the red tags, it was his opinion that all of the units needed routine maintenance, including thorough cleaning and the replacement of several flues. Mr. Garcia scheduled him to return the following afternoon to commence repairing the furnaces in Building 13908.

No one at MGE called the after-hours number at SPA or made any attempt, written or otherwise, to alert SPA of any dangerous condition on the property that day. There were no reports from any tenants regarding gas or other leaks or odors, and there were no additional reports of malfunctioning furnaces, cooking stoves or water heaters.

Tuesday, October 23, 2007:

Around 2:00 p.m. in the afternoon, several MGE employees arrived at SPA, unannounced, including "Mike", his boss Darren Moten and MGE fire inspector "Kevin". They located SPA maintenance employee, Enrique, and asked him the whereabouts of the property manager. Enrique gave them David Garcia's cell number; Mr. Garcia was taking a late lunch off the premises. MGE fire captain "Kevin" called Mr. Garcia on the cell phone and stated to him that the situation at SPA was "serious" and demanded that "you'd better get here ASAP." He further threatened: "If you're not here in ten (10) minutes, we're shutting down the entire complex."

In response, Mr. Garcia immediately returned to SPA and went directly to the basement in Building 13908, where the MGE personnel had gathered along with City housing inspector, Scott Karr. Initially, the MGE fire captain told Mr. Garcia that only Building 13908 was going to be shut down. Mr. Garcia questioned why. Kevin said, "We have a problem with gas leaks and carbon monoxide. Come here we'll show you." He then pointed to the furnaces. "You see, these furnaces are old and rusted. The flues are bad. These need to be replaced", said the fire captain.

However, no one at MGE or the City showed or offered to show Mr. Garcia any kind of carbon monoxide readings or test results, nor did any of these officials say there were any

actual gas leaks on the property. Moreover, none of the men in the basement were wearing any kind of protective masks or suits; nor did they offer any such protection to Mr. Garcia.

In response to the fire captain's statements, Mr. Garcia attempted to explain to the whole group that inspections of these furnaces had been performed the day before by an independent contractor, who said the furnaces in Building 13908 needed only some general maintenance (i.e., flue replacements). He also informed them that the contractor was scheduled to return to SPA that very afternoon to commence working on the furnaces. The group, however, did not want to listen to Mr. Garcia. In particular, MGE fire captain "Kevin" laughed it off, saying "you guys can't get away with jerri-rigging these furnaces anymore."

At that time, Mr. Garcia contacted SPA owner, Scott Fricker, by cell phone, and told him about MGE and their intentions. At that point, only one building was going to be shut down, so Mr. Fricker told Mr. Garcia to handle the situation and that he would be there in the morning to help.

At one point in the basement, MGE employee "Mike" pulled Mr. Garcia to the side and said: "David, I myself am in trouble here. They're questioning why I've been coming to this property and turning on the gas. They're questioning why, David, and this last call I had on Saturday, from No. 24, the tenant could have blown up it was leaking so much gas, and that call was the straw that broke the camel's back. We've been getting too many calls from tenants, so now they're just going to shut everything down."

Following that conversation, the MGE and City personnel left the basement of Building 13908 and gathered again outside. After a few minutes of discussion, they approached Mr. Garcia and stated their intention to shut down the entire property. Mr. Garcia protested, but to no avail. Mr. Garcia then called Mr. Fricker back and told him that gas was going to be shut off to the entire property. Mr. Garcia put Mr. Fricker on speaker phone and Mr. Fricker had a conversation with MGE fire captain "Kevin" and the city inspector, Mr. Karr. During this conversation, Mr. Fricker asked why the entire property was going to be shut down when only a small portion of the property had been inspected and the MGE fire captain said: "Scott, you got to start putting up some money. We don't want people coming out of here in body bags". Neither person suggested that Mr. Fricker come to the property. Thereafter, additional MGE employees arrived at SPA and commenced shutting off the gas meters around the property.

Moments later, Mr. Garcia approached MGE employee, Darren Moten, who was starting to inspect the townhomes located in Building 13904. Mr. Garcia asked him why they were turning off the gas to the water heaters and stoves when the problems were with the furnaces. Mr. Moten replied that they didn't have time to figure it all out, so they were just going to shut down the entire property. Mr. Garcia then asked him to wait for Mr. Fricker to arrive, but he said it would not matter anyway, because the decision to shut off the property was final and there was nothing Mr. Fricker could do about it.

Mr. Fricker arrived at the property at approximately 3:30 p.m. A crowd of approximately one hundred (100) tenants had gathered next to the property manager's office. They were not happy. In fact, some were outright angry, outraged, and demanded answers. The atmosphere was intense. Initially, he spent some time talking with the residents, trying to explain the situation and calm their anger. Afterward, he met with Mr. Garcia, who passed along MGE's message that, to restore gas service to the property, Mr. Fricker would need to have a licensed contractor inspect all furnaces and water heaters; only after the City passed them for code compliance would MGE restore the service.

Immediately, Mr. Fricker and Mr. Garcia went to work on contacting contractors to perform inspections of all the furnaces at SPA. They contacted Steve Bannister and Airstar heating and cooling. Given the late hour in the day, they were scheduled to commence a joint inspection of all furnaces the following morning.

Other than a vague reference to "carbon monoxide" in Building 13908 by MGE fire captain "Kevin", there were no reports made by any residents at SPA regarding gas leaks or smells that day, and there were no reports of malfunctioning furnaces, cooking stoves or water heaters

About an hour after the gas was shut off by MGE, Jose Sanches, who was scheduled to work on the furnaces in Building 13908, arrived on the property. Mr. Garcia had to inform him that the gas had been shut off and that Mr. Fricker had already arranged for two (2) independent contractors to commence a comprehensive inspection of the entire complex the following morning. Jose left the premises without being able to work on any of the furnaces in Building 13908.

MGE did not provide Mr. Fricker with any advanced warning, written or otherwise, prior to shutting down the gas to all the meters at SPA. MGE did not supply Mr. Fricker with any written documentation regarding gas leaks, carbon monoxide leaks or any other supposed dangerous condition existing at SPA.

City inspector, Mike Karr, issued no violations of any kind to SPA owner, Scott Fricker.

FOX 4 did a story on the ten o'clock (10:00 p.m.) news. The story reflected negatively upon SPA, its owner and its property manager.

Wednesday, October 24, 2007:

Mr. Fricker talked with MGE employee "Mike" and MGE fire marshal "Kevin" in the morning at SPA. They told him that one of the main reasons they shut down the property the day before was that during their inspection of Building 13908 they found red tagged furnaces that were lit and operating. They did not explain, however, how that constituted a dangerous condition or otherwise justified shutting down gas services to each and every other building in the complex.

Shortly thereafter, Mr. Fricker met with Steve Bannister and "Craig" from AirStar, regarding a joint inspection. It took most of the day to inspect all of the furnaces on the property. Afterward, they explained to Mr. Fricker that the sheer age of approximately 111 units made it difficult to know whether they were working properly or not. To make that determination, they said, they would have to tear into the furnaces, remove the heat exchangers and thoroughly clean them. Based on the age of the units and the fact that it would cost a great deal of money to clean and check all of the units, both contractors recommended that it would be more cost effective to simply replace all 111 units.

Given the pressures he was under, including (i) the gas being shut off to the entire complex, (ii) the negative news broadcasts, (iii) angry residents (iv) MGE's uncooperative nature and (v) the length of time it would take for the independent contractors to accurately assess whether each of the 111 units were working properly or not, Mr. Fricker decided to replace all 111 units. He based this decision not on undisputed facts that 111 units were malfunctioning. He was not afforded that accommodation to find out. Rather, Mr. Fricker made this decision because, quite simply, it was fastest way to appease MGE so that gas service could be restored to his residents.

The decision to replace the units was frustrating to Mr. Fricker because he knew that, other than the cook stove in Building 13908, Unit #24, there were no other reported gas leaks on the property. He also knew there were no other reports of malfunctioning furnaces, cook stoves or water heaters other than the red tagged units identified in Mr. Britton's report (see Exhibit B). Lastly, he knew that his employees and independent contractors had worked very hard on keeping the furnaces at SPA in good repair. He tried to plead these facts to MGE and the City, but no one was willing to listen.

Attached hereto as Exhibit C is summary of work orders from SPA for furnace problems reported between October 20, 2006 and October 15, 2007. In each reported case, SPA recognized the problem and took steps to remedy it within a reasonable period of time.

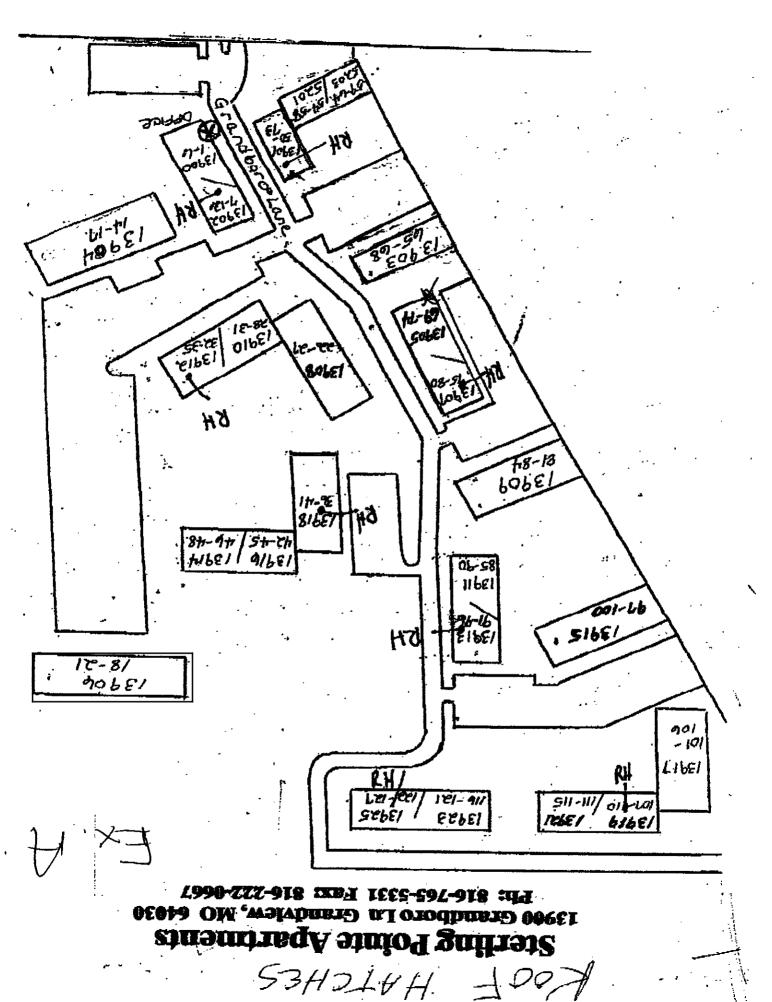
Attached hereto as Exhibit D is a report from Aaron Stiles at Innovative Maintenance Solutions regarding his inspection of all 125 units in February, 2007. Mr. Stiles was hired to inspect these units and provide a report as part of a potential sale of the property to a prospective buyer. He concluded that two (2) furnaces needed to be replaced and that three (3) other units needed only general maintenance. He reported no leaks.

In conversations with Darren Moten at MGE and Nick Workman, City of Grandview Building Official, Mr. Fricker learned that <u>all</u> furnaces <u>and</u> hot water heaters would need to be brought up to <u>current</u> local code before any gas could be restored to the property. This requirement despite a very limited inspection of by MGE that included less than 10% of the furnaces at the property and only one (1) of twenty eight (28) hot water heaters.

Thursday, October 25, 2007 thru Friday, November 9, 2007:

Seahorn Mechanical and Airstar commenced inspections and minor repairs of all twenty eight (28) hot water heaters on the property so that hot water and gas for cooking (all of which is on "house" meters) could be restored as soon as possible. The cost of this work was over \$10,000 and was not completed until Wednesday, October 31, 2007. Residents at SPA went one (1) full week without hot water and gas for cooking.

Beginning Monday, October 29, 2007, the new furnace installation process began, a project that involved replacing 111 furnace units at SPA. As the old units were removed, no inspections of the units being replaced were performed. There was no time. Over the course of the next week and a half, gas service and heat was restored, little by little, until the entire complex was restored with service on November 9, 2007, eighteen (18) days after MGE shut off the gas on October 23, 2007.



PAGE 01/01

STERLING POINTE APTS

0861-718-318

11/08/5007 18:45

11/05/2007 11:47 76-O.K. 77-NOTLIT 18-0.K. 79-0.Ki 80-NO POWER SI_TOWN HOUSE 82 TOWN HOUSE 93 TOWN HOUSE 34 TOWN HOUSE 85-0.K. 86-0.K. 97-0.Ki 88-0.K. 29-0.k. 90-ak 91-0.k. 92-0K. 93-0.K. 94-0,k. 95-0.K. 96-0.k. 97 -TOWN HOUSE

99-Town House

100 town House 101-NOT LIT 102 - ak 103- O.K. 104-0.K. 105-NOT-LIT 106-0K 107-0K 108-NOTLIT 109-OK 110-0K 115 116-0.k. 117 - NOT LIT RED TAG 118 -NOT LIT 119 - NOT LIT 120-0.K. 121 122-0,K.

124-O.K. 125-0.K. 126-0.K 127-0.K Ex.B Brittons Inspection Notes

FURNICE'S

1-0K 2-0.K. 3-NOT LIT 4-0.K 5-NOT WT 6-0.K. 7 - D.K 8-OKNOTHT q - O.K. 10-NOT LIT 11-0.K. 12-0. K. 譽 14 - TOWN HOUSE 15-7000 House 16-TOWN HOUSE 17- TOWN HOUSE 18-JOHN HOUSE 19-Town House 20-Town House 21-TOWN HOUSE 22-REATAG V

23- RED TAG V

24-RED TAG /

25-RED TAG V

26-RED TAG

27-28-NOTLIT 29-NOT LIT 30-NOT-LT 31-0.K. 32-0K 33-0.K. 34-NOTLIT 35ak 36-RED-TAG 37 - NOT-LIT 38-NOTHIT 39- O.K 40- a.k. 41-0.K. 42-43 -O.K. 44-NOT LIT 1 45-NOT4+ 46-MOLLH 47-NOT LIT

48-01K

49-0.k.

50 ok

51 O.K. 52 - NOTLIT 53 - O.K. 54-0.K. 55-0.K. 56-0K 57-0.K. 58- RED-TAG -59-0.K. 60-0.K. 61-0.K. 62-0.K. 63-0.K. 64-NOT. LIT 65-66-67-68-69-0.K. 70-0.K. 71-0.k. 72-0.K. 73-NOT-LIT 74-RED-TAG. 11/05/2007 10:49 am 11/03/2007 10:49 am

FRICKER PROPERTIES

Sterling Pointo Apartments FRICKER PROPERTIES

Sterling Points Apartments

bist Completed Work Orders -- Summary

From Unit 002 To COMMON

From 23 Oct 2006 To 23 Oct 2007 Frem Catogory FURN To FURN

From Work Order 1 To 4147

EXC

Page 1

Page 1 ID 5.5.

Reported	liniț	Problem	Completed By	Date	Solution	W.O. #	
10/20/2006		Furn Still Not Working Properly	Michael	10/24/2006		291#	
0/23/2006		No Heat	Michael	10/23/2006		2921	
10/24/2006 10/24/2006		No Nont	Michael	10/24/2006		2926	
0/24/2006		Ho Seat	Michael	18/24/2006			-
0/25/2006	•	No Heat Too Hot Even AL 70	Michael Michael	11/01/2006 10/24/2006		2928 2931	
0/25/2006		No fieat	Michael	11/01/2006		7977	
0/26/2006		No Heat	Minhaat	10/27/2006		2947	
0/27/2006		No Deat	Michael	18/27/2006		2945	
0/31/2006		No Host	Michael	11/01/2006		2957	
0/31/2006		No Heat	Michael	11/01/2006		2258	
1/01/3006	095	Clean Furnoce	Michael	11/01/2006		2962	
1/01/2005	126	No Heat	Michael	11/01/2006		2963	c
1/01/2006	089	No Heat	Michael	11/03/7006		2976	C
1/03/3006	995	No Hanh	Michael	11/03/2006	·	2983	Ċ
3005/2001	319	No Neot	Michael	11/10/2006		3014	C
17/10/2006	079	Lite Furnace	Michael	11/10/2006		3022	C
17/10/2005	103	Ko Heat	Michael	11/10/2006		3024	c.
1/14/2006	121	NO HEAT	Michael	11/16/2006	Lit. & Cleaned Purnace	3029	C
1/20/2006	030	No Heat	Michael	11/17/2006	Rabyilt Furnace	20€1	С
1/20/2006	999	No Deat	michael	11/20/2006	Mesot Thermostat Wiring	3043	C
1/21/2006	U46	No Heat	Michael	11/21/2006	Fixed Valve, Roploced Pilot Ignt Tope	3046	C
1/21/2006	094	No Boat	Michael	11/22/2006	Pan Broken,Replaced Fort On Hotorama	3048	C
1/22/2006		be neer	Michael	11/22/2006	Cleaned & Lit Furnace	3051	Ĉ
1/22/2005	112	Furnace Need Be Cleaned (Carbon Mono	Michael	11/22/2006	Cleaned/Rebuilt Igniter/Valve	3053	C
1/22/2006		Furnace Need Ro Cleaned (Carbon Mono		11/22/2006	Cleaned for pust & Venuym	JU54	C
		Office Furnace Neod Cleaned (Carbon		11/29/2006	Re-Lit Switch/Relay/Cinsm	3055	C
1/24/2006		Furnach Needs To Be Checked Por Loos		11/27/2006	Fixed Furnace & Did Maintenance	3059	C
1/25/2006		No Heat	Michael		Fir Value Switch/Changed Filter&Clea		_
1/20/2006		No неят	Michael		Fixed Wires/Troubleshoot/Clean	3U /4	
1/28/2006		No Dest	Kichnel		Fired Limit Switch/Clean/Troubleshoo	3075	
1/30/2006		No Heat In Ir No Heat	Michael		Vent Shaft Broken-Fived Hole	3077	
1/20/2000		No Heat	Michael		Ded Igniter/Might Be Bad Switch	3078	
1/30/2006		No Heat	Michael		Fixed Valve & Igniter	3079	
1/30/2006		No Heat	Michael Michael		Fixed Beater & Front Door	3080	_
7/30/200G		No liset			Ro-Lii Furnace. Might so san value	2081	
2/01/2006		No Roat	Aaron Stiles Michael	11/30/2006	Fixed Burners	3087	
2/01/2006		No Hout	Michael		Pined Valve	3088 3089	
2/01/2006		No Ecal.	Hichael		Rebuill Furnace	3091	
2/05/2006		Furnace Needs Maintenance	Michael		Lit Furnaco Bot Need Se Re-Rowired.	3004	
2/08/2006		Not Working Properly	Michael		Replaced Relay Switch	3098	
D, 401 PO					LANTAGE VETUA DATION	JUY 4	
2/17/2006		No Heal	Michael		Replaced Pilter & Adjusted Thermosta	3102	

Page 2

ID 5.5.

3290 C

3291 C

3294 C

3302 €

3303 C

3310 C

3311 C

3325 C

3331 C

3335 C

3344 C

3360 €

3371 €

3378 C

3445 C

EXC CONT.

02/08/2007 Adjust Valve/Wire Loose On Thermosts

02/08/2007 Replaced Roley For Fan/Adjust File.

02/10/2007 Looked For Cas Looked Well.

03/01/2007 Fixed rurnace & Replaced Thermostat

02/08/2007 Replaced Thormostat

02/22/2007 Fixed Furnace

01/13/2007 Relit Furnace

02/13/2007 Rollit Furnace

02/15/2007 Lit Furnace

02/14/2007 Lit Pilot Light

02/20/2007 Re-Lit Furnace

02/22/2007 Pixed Furnace

03/08/2007 Lit Pilot

03/02/2007 Fixed Bethroom Blower

04/10/2007 Got Cas Turned On

11/05/2007 10:49 om

02/08/2007

02/08/2007

02/08/2007

02/08/2007

02/09/2007

02/13/2007

02/13/2007

02/14/2007

02/16/2007

02/16/2007

02/19/2007

02/27/2007

03/01/2007

03/07/2007

04/09/2007

056 No Heat

OS4 NO HEST

052 No Heat

077 No Heat

006 No Heat

091 No Reat

089 No Heat

078 No Heat

061 No Heat

023 No Heat

116 No Heat

005 Furnnce Meeds Popoir

002 Blower Ts Curently Not Working

010 Needs Furnace Checked For Gos Leaks House

010 Check Furnace If Working Correctly

FRICKER PROPERTIES

Sterling Pointe Apartments

List Completed Work Orders -- Summary

			from Unit 902 T	o common			
			erom 2s Oct 2006 To 2	3 Oct 2007			
			From Category FURN	To FURN			
			From Work Order 1	To 4147			
7828822L.a.		~~ 6 4 3 6 4 6 4 6 4 6 4 6 6 6 6 6 6 6 6 6	************			,	
Reported	Unit	Problem	Completed By	Dale	Solution	¥.0. #	P/6
12/13/2006		No Heat	Michael		Pix Heater	3111	
12/15/2006		Hos No Heat	Michael		Repaired Gas Line	3118	C
12/16/2006	•	No deat	Michael.	12/15/2006	Relit Furnace	3123	C
12/19/2006	053	No Heat	Michael	12/19/2006	Robuild Valve/Roplace black Pipo/Vac	3126	<i>-</i> C
	COMMON	No Heat In Office.	Michael	12/20/2006	Fixed Iquite:/Replaced Switch	.17 41)	¢
12/22/2006	061	Rebuild Furname	Michael	12/26/2006	Rebuilt Furnace	3150	C
12/22/2006	062	Rebuild Furnace	Michael	12/26/2006	12262006	3151	C
12/22/2006	t dV	Rebuild Furnace	Michael	12/27/2005	Rebuilt Furnace	3152	· c
12/27/2006	116	No Heat	Michael	12/28/2006	Furnace Needs Rebuilt/Fixed Temporor	3155	¢
12/29/2006	041	No Hest	Michael	12/29/2006	Replaced Switch & Clonned	3160	C
01/01/2007	115	inspect Furnace	Michael	01/02/2007	Rebuilt West Exchange & Furnace	3170	C
01/05/2007	715	Furnace Not Working	Michael	01/05/2007	Re Lit Furnace. Adjusted Pilot	3187	c
01/05/2007	092	No Most	Michael	01/08/2007	Adjust Vents/Work On Valve/Heater Ol	3193	c
01/10/2007	070	No Heat	Michael	01/11/2007	Rolit Furnace	3211	С
01/10/2007	070	NC Heal.	Michael	01/11/2007	Adjusted Pilot & Velve/Replaced Thor	3212	¢
01/12/2007	044	No Heat	Michael		Adjust Pilot Light	3216	c
01/12/2007	075	No WestUrgent!!	Michael		Re Lit Furnacc/Pipe Need Be Vacuumed	3221	_
01/12/2007		No Heat	Michael		Adjusted Vents/Cleaned Pipes	3222	-
01/15/2007	066	Heater Won't Stop Blowing	Michael		Fixed Short In Wire	3225	
01/17/2007		No Heat	Michael		Adjusted Pilot	3226	-
01/17/2007	127	No Heat	Michael		Fixed Furnace	3227	
01/17/2007	025	No Heat	House		Fixed Furnace	3228	-
01/22/2007	043	No Deat	Michael		Adjusted Pilot/Clean/Changed Filter	3239	•
01/29/2007	030	No Heat	Michael		Lit Pilot Purnace	3264	
01/31/2007		Work On Purnace	Michael		Changed Valve		
01/31/2007		Work On Purnace	Michae)		• • • • • • • • • • • • • • • • • • •	3272	_
01/31/2007		Work On Furnace	House		Broken Wire In Hall	3273	
02/05/2007				•	Pixed Furnace	3274	_
		Limit Switch Not Working	Michael market		Change Ges Valva/Limit Switch	3787	_
02/07/2007	097	No Reat	Michael	UZ/D8/ZQ07	Replaced Heater Gas Valve To Tank	3286	С

Michael

Michael

Michael

House

James

Janes

James

House

House

House

Chris Mysak

Chris Hysak

Chris Mysak

Ex. D

Innovative Maintenance Solutions (816) 868-6695 3310 Eastern Ave Kansas City, Mo 64129

Sterling Pointe Apartments Fricker Properties 13900 Grandboro Grandview, MO 64030

Annual Furnace Inspection and Service

Process:

Each heat exchanger is inspected for cracks, fractures, holes, excessive wear, and any conditions that may cause improper operation or hazardous conditions. First the furnace is disassembled by removing the burners, pilot assembly, Flue pipe, and flue vent assembly. These components are cleaned and inspected. Participles from normal erosion collect within the furnace. These particles and other loss debris are cleaned from the walls and bottom of the heat exchanger. The heat exchanger is then visually inspected for any flaws. After the furnace has been inspected the filter is changed and the furnace is reassembled and tested for proper operation. Adjustments and repairs are made if needed to ensure proper operation.

Number of units inspected: 125

With the following exceptions the furnaces at Sterling Pointe in Grandview, MO where found to be in average to excellent condition, operating properly, and have a minimum average continued lifespan of 20+ years.

Unit 24 - New model furnace in excellent condition. Replace inducer housing.

Unit 25 - Replace Furnace. Heat exchanger has small fracture.

Unit 70 - Replace Furnace. Heat exchanger has small fracture.

Unit 89 - Furnace in good condition. Replace (1) manifold orifice.

Unit 95 - Furnace in good condition. Replace fan limit switch.

If you have any questions concerning this report please contact; Aaron Stiles Innovative Maintenance Solutions (816) 868-6695

Ex. D Cont.

Innovative Maintenance Solutions 7

3310 Eastern Ave Kansas City, MO 64129



Invoice

Date	Invoice#
2/14/2007	1012

T14 45	41C 9/9 C/05
Proper	\$16-868-6695

Bill To	
Sterling Pointe 13900 Grandboro In Grandview, MO 64030	

E-mail	Web Site	
Info@imsfirst.com	Imsfirst.com	

P.O. No.	Due Date	Account #
S. Fricker	3/1/2007	100502

<u>Description</u>	Quty	<u>Unit</u>	Serviced	Amount
Each heat exchanger is inspected for cracks, fractures, holes, excessive wear, and any conditions that may cause improper operation or hazardous conditions. First the furnace is disassembled by removing the burners, pilot assembly, Plue pipe, and fine vent assembly. These components are cleaned and inspected. Participles from normal crosson collect within the furnace. These particles and other loss debris are cleaned from the walls and bottom of the heat exchanger. The heat exchanger is then visually inspected for any flaws. After the furnace has been inspected the filter is changed and the furnace is reassembled and tested for proper operation. Adjustments and repairs are made if needed to ensure proper operation.	125	All	2/12/2007	1,250.00
	.Ld	Total		\$1,250.00
		Payments/	Credits	\$0.00
		Balance De	ıe	\$1,250,00

'Warranty Disclaimer: 'IMS gartanties for a period of one year on all workmanship begging at the time the service was rendered. IMS will make needed repairs as required at no additional charge. IMS is not responsible for damages due to unissue, neglect, damages due to unforcescen or unpreventable conditions or events, weather phenomena, normal wear and tear. IMS reserves the right to change this aggreement without obligation of notification. We thank you for your business.