

[REDACTED]

From: Stoll, Steve
Sent: Wednesday, October 19, 2016 11:05 AM
To: mary provance (inriamie@yahoo.com)
Cc: Eiken, Shelley; Hughes, Mark; timothy.opitz@ded.mo.gov
Subject: RE: information wanted

Mary,

I wanted to let you know that I gave you the incorrect case number. It actually is case number **SR-2016-0202**.

Thanks,

Stephen Stoll

Commissioner
Missouri Public Service Commission
Governor Office Building, Suite 900
P.O. Box 360
Jefferson City, MO 65201-0360

Telephone: 573-751-4221
E-mail: steve.stoll@psc.mo.gov

From: Stoll, Steve
Sent: Tuesday, October 18, 2016 10:21 AM
To: 'mary provance'
Cc: Eiken, Shelley; Hughes, Mark; 'timothy.opitz@ded.mo.gov'
Subject: RE: information wanted

Mary,

Sorry for the delayed response, but I was out of town and unable to respond immediately. Thanks for the e-mail and it was good to hear from you. I wanted to let you know that we do care about the opinion of customers of utilities that we regulate. I will file your e-mail correspondence and my response in our electronic filing system as is required by the rules of the Public Service Commission.

My position at the Missouri Public Service Commission does not allow me to comment on what are called "contested cases," but I suggest that you or your daughter contact Mr. Tim Opitz for further information about the Raccoon Creek case. Mr. Opitz is a lawyer who represents utility customers in this case and works in what is called the Office of Public Counsel. His telephone number is **573-751-5324** and his e-mail address is timothy.opitz@ded.mo.gov. He would be able to give you specific information regarding this case. As a reference, the case number is EA-2016-0208.

Again, thanks for contacting me regarding the Raccoon Creek case and updating me on your family.

Sincerely,

Stephen Stoll
Commissioner

Missouri Public Service Commission
Governor Office Building, Suite 900
P.O. Box 360
Jefferson City, MO 65201-0360
Telephone: 573-751-4221
E-mail: steve.stoll@psc.mo.gov

From: mary provance [<mailto:inrjamie@yahoo.com>]
Sent: Thursday, October 13, 2016 8:07 PM
To: Stoll, Steve
Subject: information wanted

Mr, Stoll,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Do Knob Noster and Racoon ring any bells with the PSC? I am my parents in many ways, good or bad. The sad attempt to charge almost \$100 for sewer fees from her subdivision is horrible. Most of those families (especially hers) can't afford that. Can you please help me feel better about this with an honest justification? Or, can something be done to keep this from happening? She plans on being at the October 20 hearing. I hope it is not in vain. She wants to spend her 'career' helping people (she has a masters in social work). This is not just for her but all those affected.

I would appreciate any answers and help you can give her and me.

Sincerely yours,

Mary Govro Provance