

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

FILED
January 7, 2020
Data Center
Missouri Public
Service Commission

George L. Eliceiri

Complainant,

v.

Missouri American Water

Respondent.

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File No. WC-2020-0145

RESPONSE TO RESPONDENT's a) ANSWER AND b) MOTION TO DISMISS

Missouri American states that there is no water main valve in my front yard (*Answer*, paragraph 3), and also said that to a Missouri Public Service Commission member who visited my home recently. However, several facts show that there is a water valve in my front yard. First, a *Missouri American* member who shut down the water valve on February 3, 2019 told me then that this water valve is in my front yard, deep underground. Second, that night there was a massive water leak at the entrance to the Bird Sanctuary of Blackburn Park and no water leak on my front yard. Third, the Park's water leak stopped right after the *Missouri American* crew found and closed the valve in my front yard.

The key point of my complaint is public safety. *Missouri American's* answer completely avoided this main issue. For example, my complaint has nothing to do with "*granting undue preference to a customer*".

It makes sense to move this valve away from all private properties and to the surface of the land now (e.g., the Bird Sanctuary of Blackburn Park). These pipes are brittle because the record shows that they were installed 73 years ago. They will develop leaks more frequently.

Each time there is a water leak in this area, the water supplier digs deep and wide in my front yard, to search for this valve and shut it. Safety is a concern because I have been informed that the water line is next to the gas line at this location. In the middle of the night of Sunday, February 3, 2019, dozens of *Missouri American's* members, with their many trucks, were all over Saint James Drive and South Old Orchard Street, looking for the water valve. If there had been a medical emergency when speed is critical to outcome (e.g., heart attack or stroke), an ambulance crew would have been seriously hindered.

Missouri American is fully responsible for safety issues related to its water valves and lines. *Missouri American's* first priority is public safety. I do not know of any agency, other than the Missouri Public Service Commission, that might be able to persuade *Missouri American* to do the right thing.

I would appreciate it if the Missouri Public Service Commission would please persuade *Missouri American* to do the right thing.

Respectfully submitted,

/s/ George L. Eliceiri

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been transmitted by electronic mail to the Respondent and all counsel of record this 6th day of January 2020:

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