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BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION

Rhonda Martin
8685 HAGNER AV
ST JOHN MO 63114
complainant,

Case No.: WC-2016-0079

vs.

RESPONSE TO MISSOURI WATER

MISSOURI AMERICAN WATER COMPANY

Respondent

American Water keeps asserting there was a leak. This is facts not in evidence. There is no evidence to support their assertion. Physics clearly shows that a 5/8th residential meter cannot supply that much water in a 3 month period while providing pressure to the upstairs bathroom and kitchen. American Water's only claim to support the leak is their assertion that their meter is infallible and that all the basement plumbing was replaced at some point. This is just one of many unsupportable arguments American Water makes to justify water billing that grossly exceeds allowable tariffs. Any engineer will point out that there are failures in every kind of meter, and that there is always the probability for human error.

It has come to my attention that American Water is only billing on three digits, yet the meters have more than 3 figures. The meters have 4-5 significant figures, thus, any mis-reading can lead to a shift and gross mis-billings.

American water admitted a change in water billing systems. As they only use 3 digits on a meter that presents more digits. We have not inspected the Hagner meter but believe it has 5 digits. If we take the reading of 2/8/13 compare it to 11/12/15 but shift the original digit one.... By subtracting 188(0) from (1)986, that would leave 106 units for a three year period. This is the reasonable and customary usage of between one and six units a month noted in the bills. This is exactly what Mr Hyatt found with the prior incident experienced at 2357 Huntington Ave Overland Missouri, for the April through June billing 2010, where he received an outrageous bill over \$1,000 for 5 showers, 40 toilet flushes/handwashings, and a few 5 gallon buckets of water. American Water attempted to defraud Mr. Hyatt by

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1 refusing to concede it might be a meter or a meter read problem, instead, asserting that Mr. Hyatt filled up 10
2 neighbor's swimming pools which don't exist. American Water is claiming Ms. Martin filled up 22 neighboring
3 swimming pools, which none exist. Next, American Water is asserting that there was a "leak" flowing enough to fill
4 a 1/3 of a swimming pool every day, with no physical evidence to support such a wild claim.
5 According to the Dan Hyatt bill beginning Oct 16 2012 and the current ending Martin bill, November 2015,
6 The total water usage was \$2,050. The incredulous claim of American Water, is that over \$1950 of that is from one
7 billing cycle, essentially claiming that in three years, the two clients used \$100 in water, but in one quarter,
8 somehow, \$1950 worth of water flowed through a 5/8" meter. A physical impossibility. The previous calculations
9 which proved that a free flowing 3/4 " meter could not release the amount of water claimed by American Water. We
10 have since learned that the home has 5/8" meter which can only freeflow 2/3 the water of a 3/4" meter, thus further
11 showing the ridiculousness of the American Water claims.

12
13 Mr. Hyatt, my landlord, will testify that

- 14 1. He purchased the Hagner street home in 2010, without basement pipes (stolen prior to purchase). He
15 replaced the pipes and has done no work on them since 2010. His contractor, Doug Grone, who was
16 involved in rehabilitating the home and doing repairs, well into 2014, will also testify to this fact. His
17 bookkeeper Michelle Becher, who tracked all repairs, will testify that no plumbing was requested at the
18 house in 2014.
- 19 2. Mr Hyatt will testify that he never did any plumbing work in 2013 or 2014 on the premises. That he had
20 been in the basement during and after the dates in question, and there was zero evidence of any serious
21 water leak much less free flowing water coming from the meter.
- 22 3. He will testify that he has had serious leaks on other properties and that the water usage for that quarter
23 never exceeded \$100. (note normal monthly water usage is \$10-\$15.
- 24 4. He will testify that he had an identical issue with American Water, and they told him the same narrative,
25 even after he proved that when the meter was read, there was a shift.

1 5. Mr Hyatt can be reached at hyattdj@gmail.com or 314 473 8713

2 Dated this 14th of December, 2015.

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Rhonda Martin