



**Better Business Bureau**  
**Serving Eastern Missouri & Southern Illinois**  
**Complaint Form**

Exhibit 2  
Oughton

**FILED**<sup>3</sup>  
FEB 2 2005

Missouri Public  
Service Commission

**CONSUMER INFORMATION**

Name: HENRY OUGHTON Street Address: 166 DUKE DR  
City: FLORISSANT State: MO Zip Code: 63034  
Phone Number (home): 314-838-9050 (work): -  
E-mail address: H8816@AOL.COM

**COMPANY INFORMATION**

Name: MILL CREEK SEWER Street Address: 3160 PERSHALL  
City: ST LOUIS State: MO Zip Code: 63136  
Phone Number (office): - (fax): -  
Web Site: -

MILL CREEK WILL NOT REPLY TO MY LETTER  
THEY CLAIM I OWE THEM OVER \$1000.00. PT.

**COMPLAINT INFORMATION**

Date problem occurred: 3/16/2000 Date complained to company: 3/09/2001  
Company Representative: - Date of purchase: 4/04/2001  
Product or service involved: SEWER SERVICE 166 DUKE  
DR FLORISSANT MO 63034

Brand Name or Manufacturer: -

Model name or number: -

Order#, Contract#, Account#, or Policy#: -

See attached 01 SEWER WORKS LETTER.

Better Business Bureau  
Serving Eastern Missouri & Southern Illinois  
12 Sunnen Dr. suite 121 St. Louis, Mo. 63143  
(314) 645-3300 Fax (314) 645-2666

www.stlouis.bbb.org e-mail: bbbstl@stlouisbbb.org

H. Oughton  
4/24/2001

Public Hearing Exhibit No. 2  
Date 1-24-05 Case No. SR-2005-0116  
Reporter Midwest

**PAYMENT INFORMATION**

Have you paid for the product or service? YES - NO - PARTIAL - DEPOSIT ONLY

Purchase price: \$ \_\_\_\_\_ Amount in dispute: \$ \_\_\_\_\_

Deposit: \$ \_\_\_\_\_

If you are notifying the BBB of an advertising claim that you believe is inaccurate or misleading, include the date and location of the ad and/or if possible a copy of the advertisement.

Please briefly explain the circumstances, which led to this complaint:

MILL CREEK CLAIMS I OWE OVER

\$100<sup>00</sup>

I CLAIM I AM PAID UP

THRU JAN 2001

To resolve this complaint I would like the company to: (circle one)

Refund      Provide replacement      Other (Please explain below)

RECONCILE MY CHECK(S) PAYMENTS  
TO THEIR RECORD AND EXPLAIN  
ANY DIFFERENCES

After receiving your complaint, the company will be asked to respond. When the firm states its position in the matter, you will be contacted by mail. Once they are filed, complaints become a matter of the BBB's permanent record.

Thank you for using our services.

01SEWER.WKS

First request  
Second request  
Third request

January 20, 2001  
March 09, 2001  
April 04, 2001

RECD APR 06 1997

Mill Creek Sewers  
3160 Pershal  
St. Louis, Mo. 63136

Gentlemen:

My account balance with your Company is

**\$60.00**

Check #411 for \$30.00 is enclosed for-----

July 00 thru Dec 00

**\$30.00**

Jan 01 thru June 01

**30.00**

**TOTAL DUE**      **January 20, 2001**

**\$60.00**

Please review your records and advise what happened to the following payments:

<u>Date</u>	<u>Check Number</u>	<u>For Following Period</u>	<u>Amount</u>
1/28/00	374	Jan 98 thru June 98	\$30.00
2/28/00	398	July 98 thru Dec 98	30.00
3/16/00	413	Jan 99 thru June 99	30.00
4/10/00	429	July 99 thru Dec 99	30.00
5/15/00	448	Jan 00 thru June 00	<u>30.00</u>
<b>TOTAL PAID</b>			<b><u>150.00</u></b>

*H. Oughton*

Henry Oughton  
166 Duke Dr.  
Florissant Mo. 63034-1333

Copy 1st, 2nd and 3rd request to:

Better Business Breau  
12 Sunnen Dr.  
St. Louis, Mo. 53143

*BBB: Please send form so that  
I may file a complaint  
against Mill Creek Sewers.  
H. Oughton  
4/4/01*

# Better Business Bureau

12 SUNNEN DRIVE, SUITE 121 • SAINT LOUIS, MISSOURI 63143

BBB REPORTS 314 645-3300

24-Hour Telephone Reports

STAMPED: MAY 1984

Henry Oughton  
166 Dolce Dr.  
Florissant MO 63034

63034X1333 BB

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