

FILED

Name: Paul Schaefer Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Indian Hills Utilities
Respondent

Complainant resides at 732 South Dallas Rd
(Address of Complainant)
Kirkwood MO. 63122

1. Respondent, Indian Hills utilities
(Company Name)
of Cuba MO.
(Location of Company), is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

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

SRR ATTACHED

3. The Complainant has taken the following steps to present this complaint to the Respondent:

SEE Attached

WHEREFORE, Complainant now requests the following relief:

Water Connection of 1 in Meter, yoke + Tap To hot

11-10-13
Date

Paul Schafer
Signature of Complainant

314 568 7716
Complainant's Phone Number

Paul@KirkwoodPlumbing.COM
Complainant's E-mail Address

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

James Busch
State of Mo. Public Service Commission
200 Madison St.
Jefferson, City, Mo. 65101-3254
12/7/12

Dear Jim,

I have read both emails and find some misunderstanding in these emails. I will try and clarify these again in email so nothing is missed. In Feb. 2012, I contacted Lois about service to my vacant lot she informed me I needed to send her a request for service which in March I sent the request. On April 3 I received letter from Lois stating that Matt had 5 other leaks and that he needed to get to them first but I would have a 1 inch tap made by end of April. I also left her some parts Matt could not find that he showed me he was looking for and she thanked me for this. She also informed me in letter and verbally that the cost of a 1 inch tap yoke pit frame and lid would be \$650.00 and payable after they were finished. May and June went by and no tap. Then on July 16 I received a letter from Lois telling me that she would not be making a tap. This was the first time I had been informed about this but this was also the same time the rumor mill at Indian Hills was stating I was going to develop my property into a subdivision or a Sams. I explained to Lois at that time that was FALSE and we joked and she said at least make it a Costco because she would like that better. Then on July 23 I called Mr. Busch about tariff saying no service to vacant lot. I explained to him that there is already water to several vacant lots as well as water supplying a residence out of Indian Hills subdivision so what I was asking for was not precedent setting. Mr. Busch said he would like me and Lois to discuss at site. On August 10 we all met at site Lois, Matt Jim James a third man from state who didn't have a card and myself. We talked that just downhill Matt had JUST disconnected a house service and that per the drawing there is a 2 inch line going past my lot with a blow off valve somewhere beyond my lot going into?? I have common ground area. I took all the above out to where a house may go up someday but NOT anytime in the near future. Note I have never asked for anything other than a 1 inch tap at the front of my lot. I did ask Matt and Lois if they would install a new frost proof hydrant which I have and would supply. I am asking for NOTHING different then is already being done at least 5 places that I know of. I was also informed by Mr. Busch that changing the tariff is VERY simple and can be done simple by request and then this could move forward. If I am missing something PLEASE forward to me.

Thank You

Paul Schaefer

Paul Schaefer
732 South Ballas Road
Kirkwood, Mo. 63122

I. H. Utilities, Inc.
2538 Allegheny
Cuba, Mo. 65453
573-885-3320
573-885-3352 (Fax)

April 3, 2012

Paul Schaffer
732 S. Ballas Road
Kirkwood, Mo. 63122

Lot #

Dear Sir or Madam:

Enclosed is the Application for the Water Tap. Please sign one copy and return to IHU. Keep one copy for your records.

We will not be able to make the water tap until the end of April. Matt has leaks he has to catch up on and 5 other leaks which he has to also install new meters and pits first.

I gave him a part you left on the weekend. Thanks

Yours truly

Lois S. Stanley

APPLICATION FOR WATER TAP SUPPLY OF SERVICE

I. H. Utilities, Inc.
2538 Alleghney
Cuba, Mo. 65453
573-885-3320

DATE: April 3, 2012

To:

Paul Schaffer
732 S. Ballas Road
Kirkwood, Mo. 63122

Date of Application: April 3, 2012
Lot Number: Lot #
Service Address: 2322 Itawamba
Cuba, Missouri 65453
Customer Phone Number: _____

The cost to the Customer for bringing the Water to the property line. The installation of meter, valve, meter pit (Water Tap) is \$650.00 The \$650.00 is payable at the receipt of the bill for the Water Tap.

Signature

Rec 12-14-12
#4

INSTALLATION AGREEMENT BETWEEN I. H. UTILITIES, INC.

AND MR. AND MRS. PAUL SCHAEFER

ON LOT #1355 2322 ITAWAMBA CUBA, MISSOURI 65453

1. I.H. Utilities, Inc. will make the installation of a new service line, from the Company's main to the customer's front property line at Lot #1355, a $\frac{3}{4}$ inch line running to a $\frac{3}{4}$ inch meter. All to be installed by I.H. Utilities, Inc. The cost for installation is \$650.00.
2. Mr. and Mrs. Paul Schaefer will be responsible for I.H. Utilities, Inc.'s cost of any main line extension (Tariff, pp. 27-29).
3. Mr. Paul Schaefer and Mrs. _____ Schaefer, his wife, will make no attempt to extend I.H. Utilities, Inc.'s water service off of Lot #1355, Indian Hills subdivision lot outside the tariff area.

I.H. Utilities, Inc.

By: _____

Lois S. Stanley
2538 Allegheny
Cuba, Mo. 65453
573-885-3320

Paul Schaefer
732 S. Ballas Road
Kirkwood, Mo. 63122

Schaefer, his wife
732 S. Ballas Road
Kirkwood, Mo. 63122