

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

P 1 of 3

Name: ALICE GEARY
Complainant

vs.

Company Name: MISSOURI AMERICAN WATER COMPANY
Respondent

FILED

OCT 21 2008

Missouri Public
Service Commission

Case No.

COMPLAINT

Complainant resides at 11127 PATRINA COURT, SAINT LOUIS,
(address of complainant)

MO 63126

1. Respondent, MISSOURI AMERICAN WATER COMPANY
(company name)

of P. O. BOX 578 ALTON, IL 62002, is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

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

On Dec 24, 2007 I left my home for an out of town trip. There were no plumbing problems inside my home at the time a friend picked me up. Both toilets worked normally. On my return on Jan 7, 2008, as my friend & I entered the front door we both heard the loud sound of rushing water. We found in both bathrooms that water was spraying all over both rooms. When the maintenance tech repaired them that evening, he told me that the "fills" in both toilets were damaged so that they would not shut off. He also stated there had been many water main breaks in St Louis over the past week or two, and he attributed the damaged fills to the repair of a water main break which got sand or dirt into the line to my house. He replaced the fills that night & there was no more spraying. A few days later my neighbor informed me that there had been a water main break in our cul-de-sac that was being repaired while I was out of town.

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

(over)

A few weeks afterward I realized my sump pump was not coming on. It also had to be replaced.

Later in talking to a friend who worked for a street department I was told that a water main break repair can damage ^{INSIDE} plumbing when a powerful stream of air is blown into the line leading into the home (dislodging debris in the pipe). After communicating with MAWC I sent in my receipts for repairs along with payment for water usage estimated from that of my usual winter quarter. (38.22) (See my letter dated 4-17-08). My winter quarter bill showed a charge of \$298.76 based on 114,750 gallons of water from 12-6-07 to 3-12-08. (Bill dated 3-17-08)

MAWC showed an adjustment of \$161.30 for 104,250 gallons but the total was calculated @ \$1.16/gallon rather than \$1.73/gallon as they had charged me. They also deducted \$8.49 gross receipts tax leaving \$90.75 for me to pay.

On May 19, I wrote a second letter to MAWC. On June 16, MAWC sent me a letter stating that their courtesy adjustment is a "one-time only courtesy".

3.

THE COMPLAINANT HAS TAKEN THE FOLLOWING STEPS TO PRESENT THIS COMPLAINT TO THE RESPONDENT.

- 1-8-08 On Jan 8, 2008 I called MAWC about the incident, I was told to wait until I received a bill and that a courtesy adjustment would be made. Mar 14, 2008 MAWC wrote me a letter noting water usage over 50% higher than usual.
- 3-14-08 When the bill for 298.76 was received I called again and was told to send in my repair receipts, which I did
- 4-17-08 with a letter (see 4-17-08 letter.)
- 4-28-08 Reply from MAWC re credit adj. of \$161.30 (representing 104,250 gallons @ lower rate (1.16) then charged (1.73.)
- 5-19-08 I wrote a second letter (see copy) to MAWC.
- 6-16-08 Reply from MAWC.
- approx 7-15-08 Call from "Dan" @ MAWC. He stated customers must keep plumbing resistant to "this kind of thing." I searched through all MAWC communications over past years. There was no directive or warning promulgated re such a responsibility.
- 7-15-08 Acknowledgement from PSC re informal complaint. WHEREFORE, Complainant now requests the following relief:

MAWC stated they adjusted 104,250 gallons of excess water. Since they billed me \$1.73 for 153 CFS they should adjust at the same rate, not \$1.16 for 153 CFS. I request an adjustment of \$90.75 for the water spraying into my house as a result of the water main break repair. I already paid \$38.22 for the winter quarter which represents an amount for at least my average winter quarter usage. In fairness this "courtesy" adjustment should be calculated at the billed rate.

10-15-08

Date

Alicia J. Seary

Signature of Complainant

314-849-7737

Attach additional pages, as necessary.

Attach copies of any supporting documentation. aandp sgroi@yahoo.com

enc: MAWC stmts + letters; letter from witness;
winter quarter usage chart;

ltrs 4-17-08 + 5-19-08