

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

RECEIVED  
SEP 08 2005

UTILITY OPERATIONS  
DIVISION

RECEIVED

Stan Temares

(your name)

Complainant,

VS.

Folsom Ridge, LLC

(owning and controlling the

Big Island Homeowners Association)

(utility company's name)

Respondent.

Case No.

SEP 16 2005

FILED

SEP 19 2005

UTILITY OPERATIONS  
DIVISION

COMPLAINT

Missouri Public  
Service Commission

1. Complainant resides at 371 Andrews Trail Court  
St. Peters, MO. 63376

2. Respondent, Folsom Ridge, LLC  
Big Island Homeowners Association  
(Company Name and Address) P.O. Box 54  
Longmont, CO. 80502  
is a public utility providing

service to complainant's residence.

3. As the basis of this complaint, complainant states the following facts:

To Whom It May Concern: My name is Stan Temares, a resident of Big Island. I purchased my home in 2001. Stacey Shore, at the time of my purchase, and currently employed by Folsom Ridge, as their real estate representative and a BIHOA board member, was the agent whom sold me my home. After taking possession, I began making friends with my neighbors, who informed me of the BIHOA. Being from St. Louis and never having been involved with a HOA, I did not know what a HOA was or their responsibilities. After many conversations with other residents, I was informed that I was being considered a member in the BIHOA, by virtue of the purchase and ownership of my property on B.I. There was NO DISCLOSURE of this fact to me, at the time of my property purchase. I had never met any of the Board members, nor did I receive any information about the board. No one from the board has ever introduced themselves to me. I later found out, that if you are serviced with water and sewer from the community system, that you were automatically in the HOA - again, this was not disclosed to me at the time of my purchase. To this date, I have not received by-laws, regulations, for the residents guide lines of the BIHOA. I have attended several meetings, and found that F.R. conducts and controls these meetings, not the resident board members. The F.R./BIHOA attorney does most of the answering with little opportunity for any resident to debate anything. The attorney cuts these questions/answers off. I question how this attorney can represent both F.R. and the BIHOA!. I also understand that F.R. is allowed a vote for each lot they own on the island. I was under the impression that lots were for residents or HOA members. If

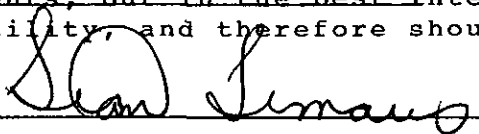
F.R. votes each of the lots they own, I wonder if pay for water and sewer tap fee service every 90 days as they are trying to make each resident do for each lot? I am writing this letter because of my concern of how this BIHOA is being operated, and if it is legal and who overlooks the HOA for legal operation? contracting building codes and approvals. Is the HOA responsible for for working within the state code and regulations for their building contracts of the water and sewer system, since it appears to be substandard in its installation and capacity? Does the HOA represent the residents, and if so, why haven't there been letters/notices or even verbal communication from them? What is the board's main function?

4. The complainant has taken the following steps to present this complaint to the respondent: I have attended several meetings where I tried to ask questions of Folsom Ridge to get answers to the questions I just outlined previously in the preeceeding paragraph, but my questions were either cut off, or I was told that they would be answered after the meeting, but never were.

WHEREFORE, complainant now requests the following relief: I want to file a Formal Complaint as to the operation of the BIHOA and its board members, due to the present operation and control of F.R. This problem has been ongoing for the entire time I have been a property owner on B.I. F.R. makes no effort to resolve any problems. I would like the PSCTo make a determination/ruling as to the fact that the BIHOA is not operating in the best interests of the residents, but in the best interests of F.R. and as an unlicensed public utility, and therefore shouldbe regulated by the PSC.

9/8/05

Date



Signature of Complainant

Stan Temares  
371 Andrews Trail Court  
St. Peters, MO. 63376  
Cell # (636) 299-6563