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Missouri Public
Service Commission

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CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

KNABE INVESTMENTS LLC.
6124 BLUE RIDGE BLVD.
RAYTOWN, MO 6413

PSC CASE NO. WC 2005-0208

February 25, 2005

Raytown Water Company
9820 E. 63 Street
Raytown, Mo 64133

Dear Mr. Clevenger

We appreciate your offer of \$100.00 to settle or dispute. But by accepting this we feel it would be admittance of guilt.

It is our true belief that we did not turn the water on at this property.


Our contention is your employee forgot to turn the meter off when she was there to do so. We understand your stand on the work order, but this is merely a piece of paper giving direction, it is not proof it was done.

As we told you before we had no occasion to enter that property until we started the work, that was the time we called to have the meter turned on.

We stand behind our counter offer of \$50.00, as proof that we are willing to help you as good customers of your company, not as admittance of guilt.

Please feel free to contact Billy or Steve at 358-3500 or 356-2222.

Sincerely



Steve Knabe

Established 1925

Raytown Water Company



January 27, 2005

Gannan Law, LLC
Attn: John W. Gannan, II
1200 N.W. South Outer Road
Blue Springs, MO 64015

Re: PSC Case No. WC-2005-0208

Mr. Gannan,

After reviewing the Formal Complaint filed with the Missouri Public Service Commission (MPSC), the Raytown Water Company is in agreement with issues 1,2,3,5 and 6 with an exception.

In response to Issue No. 4, our contention is that we did shut the water off at the request of one Ms. Sara Schwad. We do have a work order showing the water was disconnected on July 12, 2004 and a forwarding address for Ms. Schwad, documenting her request.

On August 16, 2004, our meter reader, Karen Lines, was reading her route for the billing of Account #47-0791-04 and found the water turned back on and the leak detector turning. She then spoke with one of the neighbors and Mr. Steve Knabe. Karen did obtain permission to enter the premises to check for the leak. Upon inspecting this location, she found a toilet running. At this time she apprized Mr. Knabe of this leak and that he would have a higher than normal billing due to the toilet. He did acknowledge this fact.

Mr. Knabe was also told should the water be left on at these premises he would need to put the water services back in his name. Mr. Knabe said he would call the office to do so. After Mr. Knabe failed to put service in his name, the meter was pulled.

As to Issue No. 5, on October 14, 2004, the billing was mailed out for the water usage at 6638 B Maywood. At this time Mr. Steve Knabe said he was disputing this bill. We diligently tried to resolve this matter with Mr. Steve Knabe. Shortly after this conversation, we received a phone call from Mr. Billy Knabe. At this time Mr. Billy Knabe was told we needed written permission from Mr. Steve Knabe to discuss any issues with this account since the accounts are all under Steve Knabe's name. None of the accounts we have are under the name of Knabe Investments, LLC.

Mr. Clevenger wishes to resolve this matter as to the following. The Raytown Water Company will waive the base charges of \$13.15 and allow a discount of 50% on the water charge in the amount of \$100.42. This would leave a balance due of \$101.55.

Please respond in writing to this proposal.

Sincerely,
RAYTOWN WATER CO.

Brenda Lee Flack

Brenda Lee Flack

BLF
ENC.