

Missouri Utilities 573-346-0055

4/1/05

Dear Customers, **This is not an April Fools Joke!!!!!!!!!!!!!!**

I sent the enclosed letter and only one person bothered to call and said to just raise the rates. I cannot legally do that **YOU MAY NOT HAVE ANY WATER SOON IF YOU DO NOT DO SOMETHING!**

*The well is down to 25 gallons per minute and is making bad rumbling noises. The well could quit any day.* PSC Staff Water Company Manager Dale Johansen was informed of the condition of the well when the rumbling started last November and nothing has been done.

MU hired a lawyer in January 2005 to file Missouri Utilities in Federal Bankruptcy Court. The Bankruptcy Court Trustee has been burned by the PSC before on bankrupt utility companies. The Court told my lawyer they would reject any bankruptcy filing since there is not enough money to pay the Trustee to operate the company. *The MU lawyer was in contact with Dale Johansen of the PSC Staff and nothing has been done.* Due to delay of bankruptcy court March and April billing was combined.

*The cost to run the system exceeds the income.* Missouri Utilities (MU) is not a charity and cannot print money. *Dale Johansen Manager of the Water Department of the Public Service Commission Staff has been aware of the situation for over a year.* The PSC is threatening to sue the company for not submitting annual reports but they did not include any money in rates to pay anyone to submit the reports. I tried but cannot do them. They have not been paid their fees for over a year and refuse to do anything unless they get paid. MU spent all of the money to keep the system running. There is not enough money to pay everyone. The rates have to be raised or the expenses reduced. In my opinion the PSC is a waste of your money.

DNR has not been paid all of their fees. Their fees have gone up by over \$3500/year since 1992 and the water and sewer rates have not changed since 1992. They are threatening to sue for their fees due.

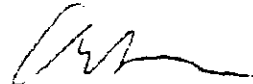
In my experience it would cost Missouri Utilities over \$20,000 in legal fees to get the water and sewer rates raised and I am confident the PSC staff would not allow MU to recover the cost in a timely basis (pay the MU lawyer) or for me to be paid personally for any work I do. The PSC Staff routinely refuse to allow the officers of any small utility to be paid. I refuse to pay or borrow money personally to fix or operate your system. *I refuse to work for free any more. I am not a Slave.* I am owed money by MU for past improvements. I have a family that requires my time and money. You and your family deserve good water and sewer at a reasonable price. The PSC costs too much money for nothing and wastes time. You can run the systems better and cheaper and have control of the rates.

## I will give you Missouri Utilities.

**You should convert MU to a not for profit homeowners association and escape PSC control**

Call the PSC number if the well quits or to complain: **800-392-4211 or 573-751-3234.**  
You can call me for sympathy or advice but I cannot solve the problem.

Sincerely,



William P. Mitchell  
President

**FILED**

AUG 29 2005

Missouri Public  
Service Commission

Exhibit No. 4

Case No(s) WC-2006-0029

Date 8-15-05 Rptr KE