ORIGINAL

FILED³

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Name: Erik M. Thomas (Complainant) Missouri Public Service Commission

MAY 2 2006

vs.

Case No.

Company Name: Evergreen Lakes Water Supply (Respondent)

COMPLAINT

Complainant resides at <u>4737 Highway N, Robertsville, MO 63072.</u> Complaint regarding Lots 1 & 2, Lots 3 & 4, Lot 5, Lot 6 of Block P, Plat 3 of Evergreen Lakes Subdivision; Lots 18 & Lot 19 of Block K, Plat 3 of Evergreen Lakes Subdivision.

 Respondent, <u>Evergreen Lakes Water Supply</u> of <u>P.O. Box 138, Cedar Hill,</u> <u>MO 63016</u>, is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri, County of Franklin.

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

Complainant requested that Respondent provide a water "tap on" for each lot listed above. The bid for "tap on" per lot was \$75.00 each. After request was made Complainant spoke to Respondent many times to inquire as to why the "tap on's" were still not installed. Numerous excuses were made as to why installation was continuously postponed. For example, the weather, the installer was sick, they could not use another company and they were waiting on other requests for "tap on's" because they could not afford to rent excavating equipment. At least 2 months later, Complainant finally got to meet with the installer to show him where "tap on's" were to be installed. Finally, after several months since the request, the "tap on's" were installed. Since the installer was in such a rush to complete all of his work and return his rented equipment, he installed all 5 "tap on's" in the wrong locations. Two of them were even installed on the wrong lots.

Complainant received a bill for the "tap on's" requested months ago for \$4000.00. After inquiring about the inflated amount, Complainant was told that during the time of his request and Respondent's procrastination period, the price for installation was raised to \$800.00 per lot. Respondent neglected to mention that the price was going to change. Both Respondent and installer knew of the rate increase and when it would go into affect. Both of them failed to mention to Complainant that the original "bid" would no longer be valid. Respondent and installer spoke with Complainant many times since his request for "tap on's" and had numerous chances to notify him. It appears that Complainant's request was continuously postponed to wait for the increase. It also appears that the "tap on's" were installed the day of the increase or the day after.

Since installation the Complainant, Respondent and Installer all agree that the "tap on's" were put in the wrong locations. To date, the job is still incomplete.

3. The Complainant has taken the following steps to present this complaint to the Respondent: <u>Complainant contacted Respondent immediately after receipt of bill.</u> A <u>discussion over the telephone declared that the rate had increased</u>. Another discussion was <u>made in person about the inflated amount</u>. Complainant requested that Respondent charge the amount originally proposed of \$75.00 per lot. Respondent then mentioned that a rate increase had just occurred and that the amount was now \$800.00 per lot.

4. The relief requested: <u>Complainant requests that he be charged the original amount</u> <u>quoted of \$75.00 per lot. Due to their knowledge of the increase, Respondent and/or installer</u> <u>should be held accountable for their attempt to "scam" Complainant. Complainant's request</u> <u>was made month's before the increase was to occur. Respondent purposely postponed the</u> <u>installation so that the rate increase would apply.</u>

Sincerely,

The Thomas

Erik Thomas (636) 271-8211

Evergreen Lakes Water Supply P. O. Box 138 Cedar Hill, MO 63016 636-274-2636

Eric Thomas 4737 Hwy N Robertsville, MO. 63072		Billing I From To	Period 02/26/06 03/24/06
		Due Dat	e 04/15/06
Current Reading -	Previous Reading	***	Gallons Used
Tap on 5 lots \$800.00 each	Current Bill		\$4,000.00
	Previous Balance Primacy Fee		\$ \$
	Balance Due		\$4,000.00

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Rates \$7.71 minimum bill + 2.054 Per 1000 gallon usage

Primacy Fee is an annual fee we are forced to collect and mail to DNR