

FILED³

Missouri Public
Service Commission

Case No.

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: Complainant contacted Respondent immediately after receipt of bill. A discussion over the telephone declared that the rate had increased. Another discussion was made in person about the inflated amount. 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: Complainant requests that he be charged the original amount quoted of \$75.00 per lot. Due to their knowledge of the increase, Respondent and/or installer should be held accountable for their attempt to "scam" Complainant. Complainant's request was made month's before the increase was to occur. Respondent purposely postponed the installation so that the rate increase would apply.

Sincerely,

A handwritten signature in black ink that reads "Erik Thomas". The signature is written in a cursive, flowing style.

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 Period
From 02/26/06
To 03/24/06

Due Date 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

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