

## MEMORANDUM

TO: Missouri Public Service Commission Official Case File  
Case No. WC-2008-0248

FROM: Jim Busch – Manager, Water & Sewer Department  
Steve Loethen – Utility Operations Technical Specialist, Water & Sewer Department

SUBJECT: Staff investigation and report

DATE: November 7, 2008

### BACKGROUND

On August 12, 2008, the Commission issued an order directing Evergreen Lakes Water Supply (“Evergreen”) to do as follows:

3. Evergreen Lakes Water Supply shall, without charge, dig up the unused meter setting in Mr. Thomas’ yard and cap the service line at the main by no later than September 15, 2008.
4. Evergreen Lakes Water Supply shall, without charge, level to grade and install lids on both valve boxes in Mr. Thomas’ yard by no later than September 15, 2008, unless they are not active valve locations, in which case the company is ordered to remove the inactive valve boxes or bury them completely by no later than September 15, 2008.
5. The Staff of the Missouri Public Service Commission shall investigate Evergreen Lakes Water Supply to determine if it is in compliance with this order and file a report of its investigation no later than September 23, 2008.

On October 6, 2008, the Commission directed a revised order as follows:

1. Staff’s Motion to Sustain Prior Commission order filed on September 25 is hereby granted.
2. No later than October 31, 2008, Evergreen Lakes Water Supply shall comply with the provisions of the Commission’s August 12, 2008, *Order Granting Relief by Default*.
3. No later than ten days following the completion of the ordered relief, as is referenced in ordered paragraph 2 of this order, the Staff of the Missouri Public Service Commission shall file with the Commission a report informing the Commission whether Evergreen Lakes Water Supply is in compliance with the Commission’s August 12, 2008.

4. This order shall become effective immediately upon issuance.

### **STAFF'S INVESTIGATION**

On November 4, 2008, Staff contacted Terri Jenkins the operator for Evergreen. Mr. Jenkins stated that the work was completed on October 31, 2008, but the landscaping was not completed that day because, when excavating, he hit a telephone line. The telephone company temporarily fixed the line on October 31, 2008, and planned to permanently fix the line on November 3, 2008. The telephone company did complete the report on November 3, 2008. Mr. Jenkins then completed the final grade and spread grass seed and straw on the excavated area.

On November 6, 2008, Steve Loethen investigated the area and witnessed that:

1. the unused meter setting in Mr. Thomas' yard was dug up. (Mr. Jenkins informed Staff that the meter setting was capped at the main as this was not visible due to the landscaping completion);
2. the ground was level to grade; and
3. the inactive valve boxes were removed.

Therefore, the work ordered by the Commission in the October 6, 2008 Order has been completed.

Steve Loethen also talked to Guy Thomas (the complainant) and Mr. Thomas stated that he was satisfied with the work that had been completed.

### **STAFF'S CONCLUSIONS AND RECOMMENDATION**

The work ordered by the Commission in the October 6, 2008 Order has been completed and the complaint case should be closed.