

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

MAR 03 2006

Name: DIONE C JOYNER Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: MO-AMERICAN WATER CORP
Respondent

COMPLAINT

Complainant resides at 1422 SHERIDAN DR ST. LOUIS, MO 63132
(address of complainant)

1. Respondent, MISSOURI-AMERICAN WATER 1050 RESEARCH BLVD
(company name)

of 1050 RESEARCH BLVD, is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

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

PLEASE REVIEW THE ATTACHED LETTER THAT WAS SENT DIRECTLY TO THE COMPANY.
NOTHING HAS BEEN RESOLVED. I AM DISPUTING HAVING TO PAY FOR THE PROBLEM
THAT THE COMPANY CAUSED. THEY DID NOT SPEND FOURS AT MY HOME. I NEVER
AGREED TO PAY ANY OF FEES OF THEM DIGGING IN MY YARD. THEY CAUSED ME TO
WITHOUT WATER FOR AN ENTIRE WEEK. IT COST ME MONEY TO BE IN A HOTEL AND
FOR FOOD. THE CREATED THE PROBLEM BY BREAKING THE VALVE. THEN THEY
EXPECT TAXPAYERS TO PAY FOR THE MESS THAT THEY CREATED. I WOULD LIKE A
FAIR HEARING TO TRY TO RESOLVE THIS MATTER.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Dione C Joyner

1422 Sheridan Dr
St Louis, MO 63132
Acct No- 35-0650540-7

November 03, 2005

Missouri-American Water
535 N New Ballas Rd 63141

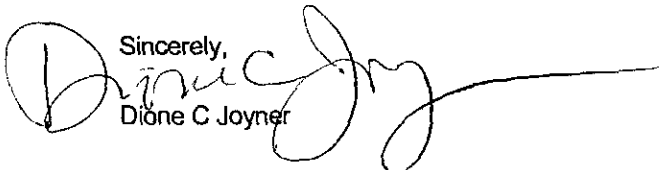
To Whom It May Concern:

I am sending in a letter based on concerns with the recent activity that has accord with my property. Missouri-American did nothing to prepare me as the customer for the **NIGHTMARE** that I had to endure. Your organization decided to dig in **MY** yard and leave a big whole in my yard to cut my water off. In your process of trying to cut my services you broke my valve to cut the services off. When I paid the account to restore my services a person from your company came to my house that evening. He tried to cut the water back on but it did not work. He looked in the hole and looked at the valve and stated that they must have broken the valve in order to shut services off. This was on a Thursday. I called Missouri-American Water and was told that it was not their problem anymore and that I had to contact St Louis County so they could fix my valve. I went to the county office that morning and was told that they have to get a bid in order to get the water pipe fixed and that would take a couple of days. I was without water for the entire weekend. The St Louis County was not able to get a bid to fix the water problem until that Wednesday. My services were not restored until that Thursday evening. After speaking to the plumber that that fixed the valve, he stated that your company had to break the valve in order for them to shutoff. I would like to know, how is it the homeowner responsibility when a company comes in a breaks pipes at their own discretion? I was without water for a week, for a problem created by Missouri-American Water. I did not ask your company to come into **MY** yard and create a mess. You are asking me to pay for a service that I did not agree to nor should I be responsible for. I would like you to send me an itemized of the work services that were done, including the rate of pay that was incurred. Since you did not get a bid and I was not rendered a choice. You did not provide me a choice in possibly getting cheaper labor. I should not be held responsible.

Missouri-American Water did nothing to prepare me(the customer) for the pain and suffering that I had to endure for the entire week for the problem you creative. You need to let customer know when you dig up their yard that could have to be without water for a week or more if the St Louis County has to be involved. The service that I have received is TERRIBLE and since you have a monopoly on the water, I do not have choice but to deal with your company.

Please review this matter and treat it as a dispute on services. I will expect a letter or some type or correspondences on my concerns. You can contact me 314-872-3747. My address is above for any written responses.

Sincerely,


Dione C Joyner