BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

)

Erik M. Thomas,

V.

Complainant, Evergreen Lake Water Company, Respondent.

Case No. WC-2006-0423

RESPONSE TO ORDER DIRECTING STAFF INVESTIGATION AND MOTION FOR LEAVE TO FILE RESPONSE OUT-OF-TIME

)

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and for its Response to Order Directing Staff Investigation ("Response") states the following to the Missouri Public Service Commission ("Commission").

1. On July 28, 2006 (unless noted otherwise, all dates hereafter refer to the year 2006), the Commission issued its Order Directing Staff Investigation ("July 28 Order") in the instant case, wherein it ordered the Staff to "conduct an investigation into why and how long Respondent has been billing its customers under Evergreen Lakes Water Supply Company, instead of the name on its currently effective tariff, Evergreen Lake Water Company," and to report its findings no later than August 1.

2. In its July 28 Order, the Commission further ordered the Staff to "conduct an investigation into Respondent's questionable business practices and other possible violations of Commission rules and regulations" and to report its findings no later than August 31.

3. On July 31, Staff filed a Motion for Extension of Time to File Staff Report due to the death of the husband of the Respondent's office manager.

4. On August 1, the Commission issued its **Order Granting Extension of Time**, whereby it granted the Staff an extension to August 16 to file its report regarding the first part of the investigation ordered by the Commission's July 28 Order.

5. Included in Appendix A attached hereto, which is incorporated herein by reference, is the *Staff Report of Investigation*, which addresses both investigations ordered by the Commission's July 28 Order.

WHEREFORE, the Staff respectfully submits this Response for the Commission's information and consideration in this case.

MOTION FOR LEAVE TO FILE RESPONSE OUT-OF-TIME

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and hereby moves the Commission to allow it to file its Response out-of-time. In support thereof, Staff states as follows:

1. Staff's Response is filed only one day late.

2. Staff's failure to file its Response on time was due to the press of other work, particularly that occasioned by the unexpected and sudden departure of the assigned attorney for temporary duty on the Advisory Staff.

WHEREFORE, Staff respectfully prays that the Commission will accept its Response outof-time. Respectfully Submitted,

/s/ Kevin A. Thompson

Kevin A. Thompson General Counsel Missouri Bar No. 36288

Attorney for the Staff of the Missouri Public Service Commission

P.O. Box 360 Jefferson City, MO 65102 573-751-4140 (telephone) 573-751-9285 (facsimile) kevin.thompson@psc.mo.gov (e-mail)

CERTIFICATE OF SERVICE

I hereby certify that copies of this Response have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel and/or parties of record this 17th day of August 2006.

<u>/s/ Kevin A. Thompson</u>

Staff Report of Investigation

Case No. WC-2006-0423

Evergreen Lake Water Company

Prepared By:

James M. Russo Water & Sewer Department and Dale W. Johansen Water & Sewer Department

August 16, 2006

BACKGROUND

On May 2, 2006, Erik M. Thomas (Complainant) filed a Complaint with the Missouri Public Service Commission (Commission) against Evergreen Lakes Water Supply (Evergreen Lake or Company). The Complaint was docketed as Case No. WC-2006-0423. As a basis of this Complaint, the Complainant states that he received a bid for tap-on of \$75.00 per lot. Complainant further states that it took several months for the request to be completed. He further states that when he received the bill for the tap-ons it was \$800.00 per lot. Mr. Thomas states that this was the first time he was aware that the tap-on fee was \$800.

On July 28, 2006, the Commission issued an Order in this Complaint requiring the Commission Staff (Staff) to conduct an investigation into why and how long Respondent has been billing its customers under the name Evergreen Lakes Water Supply, instead of Evergreen Lake Water Company, the name listed on the Company's tariff, and report its findings to the Commission no later than August 1, 2006. In addition, the Commission ordered the Staff to conduct an investigation into the Respondent's questionable business practices and other possible violations of Commission rules and regulations and report its findings to the Commission no later than August 31, 2006.

On July 31, 2006, the Staff filed a Motion for Extension of Time to File Staff Report on the name issue due to a death in the manager's family. On August 1, 2006, the Commission issued an Order Granting Extension of Time to August 16.

I. INVESTIGATION OF BILLING NAME BEING DIFFERENT FROM TARIFF NAME

For its investigation into this matter, the Staff reviewed information listed on the Secretary of State's web page, documents maintained in the Water and Sewer Department's (W & S Dept) files, copies of bills stored in the Engineering and Management Services Department (EMSD), correspondence from the Department of Natural Resources (DNR), and the Company's current

Staff Report of Investigation Case No. WC-2006-0423 08/16/06 – Page 2 of 5 Pages

tariff and related cancelled tariff sheets in the Commission's Data Center, and discussed this matter with a representative of the Company.

The Company name listed with the Secretary of State (SOS) is Evergreen Lakes Water Supply Co. This name was created in November of 1990 and is current with the SOS.

The EMSD has copies of customer water bills for the billing period of May 24, 2005 to June 20, 2005. The Company name on the bills is Evergreen Lakes Water Supply. Copies of correspondence from DNR listed the names Evergreen Lake Estates and Evergreen Lakes Water Supply.

The Evergreen Lakes Water Supply Co. name was not found listed on any document maintained in the Company's file in the W & S Dept, nor on any of the cancelled tariff sheets in the Data Center. The names Evergreen Lakes, Inc. and Evergreen Lakes Water Company appear on documents on file in the W & S Dept. The name Evergreen Lake Water Company appears on the Company's current tariff and on the related cancelled tariff sheets.

The Staff discussed the two different names with Eunice Jones, the Company's office manager on August 9, 2006. She stated that as far back as she could remember the name Evergreen Lake Water Supply Co. has been registered with the Secretary of State and is also the name that has appeared on the Company's correspondence, including the Company's billings.

CONCLUSION

The Staff believes that the Evergreen Lakes Water Supply Co. name has been appearing on the Company's bills since at least November 1990. However, the Staff does not believe this "name discrepancy" has had any negative practical impact on the Company's customers or others, and further does not believe that it should be considered to have any legal impact with regard to the application of the Company's tariff.

PLANNED ACTION

In order to avoid any confusion regarding this matter in the future, the Staff is working with the Company to implement a change in the Company's name on its tariff so that it will be the same as the name under which the Company is registered with the Secretary of State's Office (Evergreen Lakes Water Supply Co.). This name change action will be done in accordance with the applicable Commission rule, 4 CSR 240-2.060(5).

II. INVESTIGATION OF RESPONDENT'S BUSINESS PRACTICES AND POSSIBLE VIOLATIONS OF COMMISSION RULES AND REGULATIONS

For a part of its investigation into this matter, the Staff reviewed all correspondence between the Complainant, the Company and the Commission's Consumer Services Department, and

Staff Report of Investigation Case No. WC-2006-0423 08/16/06 – Page 3 of 5 Pages

information in the Commission's Electronic Filing Information System (EFIS) regarding three items logged into EFIS as discussed below, and also reviewed the applicable tariff sheets currently on file with the Commission for Evergreen Lake.

The Staff discovered three items that were logged into EFIS as complaints against the Company since March 21, 2005. One complaint issue was rules and regulations, and the other two were service quality. In reviewing the three complaints, however, the Staff discovered that only one of them is actually a complaint against the Company.

A review of Complaint C200508067 indicates it may have been improperly recorded as a complaint, and definitely was not against the Company. The only comments listed are the resolution which states: "I explained to her how that was not really our jurisdictions as we don't regulate the contractor, informed her she may need to consider legal actions, small claims court?"

Complaint C200602788 was filed by the Company against a third party damaging a water main while digging up phone lines. This complaint was between the Company and the contractor performing the service and is not within the jurisdiction of the Commission.

The last complaint, C200603873 was filed by Guy Thomas, the brother of the Complainant in the instant case. This complaint is for the same issue as is being addressed in the instant case, that being the fee to be charged for the installation of service tap-ons. Guy Thomas requested two tap-ons, but decided against the work being completed when he was told it would be \$800.

The Complaint that started this investigation concerns the amount charged to the Complainant for five tap-ons installed on his property by the Company. The Company charged the Complainant \$800 per tap-on for a total of \$4,000. The Complainant feels he should be charged \$75 per tap-on for a total of \$375.

The Staff asked the Complainant and the Company in Staff Data Request Number 1 whether or not an application for service was completed. The Complainant responded that Eunice Jones told him that no application or any type of paperwork would be needed to request that tap-ons be installed. The Company stated in its response that at the time of the request the Company was not requiring written applications for new service connections. The Company also stated, however, that it is now requiring written applications. Copies of all the Staff Data Requests are attached hereto as Attachment A.

The Complainant states in response to Staff Data Request Number 2 that he requested the new service connections around August 20, 2005. The Company stated in its response to this same data request that the request was made sometime in October. Additionally, in the Company's response to Complaint Number 200603873, it stated that Mr. Thomas requested the five tap-ons during the week of October 10, 2005.

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The revised tariff sheets with the new tap-on fee took effect on October 27, 2005. The Staff has been provided a copy of a backhoe equipment rental receipt showing the equipment was rented on October 28, 2005. This date is consistent with the answer the Complainant provided to the Staff for Staff Data Request Number 6, and the answer the Company provided to the Staff for Staff Data Request Number 5. A copy of the backhoe equipment rental receipt is attached hereto as Attachment B.

The Staff believes that in the absence of any completed applications, and because of the conflicting dates as to when the tap-ons were requested, that it is appropriate to use the Date of Connection as defined in the Company's approved tariff on file with the Commission for determining when a tap-on fee is due and what that tap-on fee should be.

Rule 1 (g) Definitions states: "The "Date of Connection" shall be the date of the permit for installation and connection issued by the Company. In the event no permit is taken and a connection is made, the date of connection may be the date of commencement of construction of the building upon the property." Copies of all applicable tariff sheets are attached hereto as Attachment C.

As another part of the Staff's investigation into this matter, Steve Loethen of the W &S Dept visited the sites of Mr. Thomas' lots on May 31, June 7, and June 19, 2006 to review the current location of the installed tap-ons. During that site visit, Mr. Loethen took photographs of each lot and tap-on, which are attached hereto as Attachment D along with a summary of the subject of each photograph.

Four of the five tap-ons were installed on vacant lots, which is important in light of the fact that the Company is not obligated to install, and in fact should not install, service connections to vacant lots under the provisions of Rule (5) (f) of its tariff. Also, two of these four tap-ons were moved to a different location by the Company because the Complainant alleged they were installed in the incorrect place. Mr. Loethen noted that even though the Company moved these tap-ons at the Complainant's request, it was difficult to determine how they had been placed "incorrectly" originally since they were installed on unimproved vacant lots.

The fifth tap-on was located on a lot that had a home under construction at the time Mr. Loethen visited the site. The Staff contacted the Franklin County Building Department to obtain a copy of the building permit to ascertain the commencement of construction of the building upon the property as defined in Rule 1 (g) of the Company's tariff. Mr. Thomas applied for the permit on July 22, 2005, the permit was approved on November 2, 2005, and the permit was finally issued by the County on January 23, 2006. The Staff was informed that a person cannot start construction prior to the issuance of a building permit. A copy of this building permit is attached hereto as Attachment E.

Section (b) of Rule 4 (Applications for Service) located on Sheet 9 of the Company's tariff states: "The applicant for original introduction of water service into premises will be required to pay the Staff Report of Investigation Case No. WC-2006-0423 08/16/06 – Page 5 of 5 Pages

tap-on fee for the connection. The tap-on fee will be deposited in full at the water company's office before the tap and connection will be made. See Schedule of Rates (Sheet 4) for tap-on fee charges."

CONCLUSION

Based on its investigation, the W&S Dept. Staff does not believe that the Company violated any Commission's Rules and Regulations with regard to the issued raised in the Complainant that is the subject of the instant case, nor with regard to the informal complaint submitted by the Complainant's brother as noted above.

The Staff also believes that if the Complainant received a ruling in his favor in this Complaint, that his brother would seek the same relief for the two tap-ons he previously requested. Additionally, if the Complainant receives a ruling in his favor, for rate-making purposes the Company would capitalize the balance of the installation costs (\$725 per tap-on) in rate base, resulting in the rates of the existing 42 customers increasing by almost 5.5%.

Finally, the Staff believes the Company was trying to assist the complainant with his request for tap-ons and was not intentionally violating the Company's tariffs. However, the tariffs are clear that the requested service tap-ons should not have been installed for at least the four vacant lots.

Lastly, the Staff believes the Company should collect the tap-on fee in effect at the time the customer is ready to receive service, under the terms of its tariff.

APPENDIX A

STAFF REPORT & ATTACHMENTS

CASE NO. WC-2006-0423

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Staff Report of Investigation

Report Attachment A

Response to Staff Data Requests



WESS A. HENDERSON Executive Director

DANA K. JOYCE Director, Administration

ROBERT SCHALLENBERG Director, Utility Services

WARREN WOOD Director, Utility Operations

COLLEEN M. DALE Secretary/Chief Regulatory Law Judge

> KEVIN A. THOMPSON General Counsel

Commissioners JEFF DAVIS Chairman CONNIE MURRAY STEVE GAW ROBERT M. CLAYTON III LINWARD "LIN" APPLING

POST OFFICE BOX 360 JEFFERSON CITY MISSOURI 65102 573-751-3234 573-751-1847 (Fax Number) http://www.psc.mo.gov

Missouri Public Service Commission

May 3, 2006

Erik M. Thomas 4737 Highway N Robertsville MO 63072

RE: Case No. WC-2006-0423

Mr. Thomas:

Enclosed please find Staff of the Missouri Public Service Commission Data Request No.1 through No. 9. These are submitted to you pursuant to 4 CSR 240-2.090(2). I have enclosed a copy of the rule for your review. If Company has any objections or is unable to answer these data requests within twenty days, please provide the objection or inability to answer in writing within ten days after receipt of these data requests.

Please contact me at (573) 751-7494 if you have any questions.

Sincerely,

ames M. Russo Rate and Tariff Examination Supervisor Water & Sewer Department

Enclosures

X Questions answered and returned to Mr. Russo at above address on May 17th, 2006.



UTILITY OPERATIONS DIVISION



4 CSR 240-2.090 Discovery and Prehearings

PURPOSE: This rule prescribes the procedures for depositions, written interrogatories, data requests and prehearing conferences.

(1) Discovery may be obtained by the same means and under the same conditions as in civil actions in the circuit court. Sanctions for abuse of the discovery process or failure to comply with commission orders regarding discovery shall be the same as those provided for in the rules of civil procedure.

(2) Parties may use data requests as a means for discovery. The party to whom data requests are presented shall answer the requests within twenty (20) days after receipt unless otherwise agreed by the parties to the data requests. If the recipient objects to data requests or is unable to answer within twenty (20) days, the recipient shall serve all of the objections or reasons for its inability to answer in writing upon the requesting party within ten (10) days after receipt of the data requests, unless otherwise ordered by the commission. If the recipient asserts an inability to answer the data requests within the twenty (20)-day time limit, the recipient shall include the date it will be able to answer the data requests simultaneously with its reasons for its inability to answer. Upon agreement by the parties or for good cause shown, the time limits may be modified. As used in this rule, the term data request shall mean an informal written request for documents or information which may be transmitted directly between agents or employees of the commission, public counsel or other parties. Answers to data requests need not be under oath or be in any particular format, but shall be signed by a person who is able to attest to the truthfulness and correctness of the answers. Sanctions for failure to answer data requests may include any of those provided for abuse of the discovery process in section (1) of this rule. The responding party shall promptly notify the requesting party of any changes to the answers previously given to a data request.

(3) All prehearing conferences shall be held as directed by the commission or presiding officer, and reasonable notice of the prehearing conference time shall be given to the parties involved.

(4) Any party may petition the commission to hold a prehearing conference at any time prior to the hearing.

(5) Failure to appear at a prehearing conference without previously having secured a continuance shall constitute grounds for dismissal of the party or the party's complaint, application or other action unless good cause for the failure to appear is shown.

(6) Parties may consider procedural and substantive matters at the prehearing conference which may aid in the disposition of the issues. Matters which require a decision may be presented to the presiding officer during the conference.

(7) Facts disclosed in the course of a prehearing conference and settlement offers are privileged and, except by agreement, shall not be used against participating parties unless fully substantiated by other evidence.

(8) Except when authorized by an order of the commission, the commission will not entertain any discovery motions, until the following requirements have been satisfied:

(A) Counsel for the moving party has in good faith conferred or attempted to confer by telephone or in person with opposing counsel concerning the matter prior to the filing of the motion. Merely writing a demand letter is not sufficient. Counsel for the moving party shall certify compliance with this rule in any discovery motion; and

(B) If the issues remain unresolved after the attorneys have conferred in person or by telephone, counsel shall arrange with the commission for an immediate telephone conference with the presiding officer and opposing counsel. No written discovery motion shall be filed until this telephone conference has been held.

AUTHORITY: section 386.410, RSMo Supp. 1998.* Original rule filed Dec. 19, 1975, effective Dec. 29, 1975. Amended: Filed Nov. 7, 1984, effective June 15, 1985. Amended: Filed June 9, 1987, effective Nov. 12, 1987. Rescinded and readopted: Filed March 10, 1995, effective Nov. 30, 1995. Rescinded and readopted: Filed Aug. 24, 1999, effective April 30, 2000.

*Original authority: 386.410, RSMo 1939, amended 1947, 1977, 1996.

4 CSR 240-2.100 Subpoenas

PURPOSE: The commission may issue subpoenas for the production of witnesses and records. This rule prescribes the procedures for requesting and issuing subpoenas.

(1) A request for a subpoena or a subpoena *duces tecum* requiring a person to appear and testify at the taking of a deposition or at a

hearing, or for production of documents or records shall be filed on the form provided by the commission and shall be directed to the secretary of the commission. A request for a subpoena *duces tecum* shall specify the particular document or record to be produced, and shall state the reasons why the production is believed to be material and relevant.

(2) Except for a showing of good cause, a subpoena or subpoena *duces tecum* shall not be issued fewer than twenty (20) days before a hearing.

(3) Objections to a subpoena or subpoena *duces tecum* or motions to quash a subpoena or subpoena *duces tecum* shall be made within ten (10) days from the date the subpoena or subpoena *duces tecum* is served.

(4) Subpoenas or subpoenas *duces tecum* shall be signed and issued by the secretary of the commission, a commissioner or by a law judge pursuant to statutory delegation authority. The name and address of the witness shall be inserted in the original subpoena or subpoena *duces tecum* and a copy of the return shall be filed with the secretary of the commission. Subpoenas or subpoenas *duces tecum* shall show at whose instance the subpoena or subpoena *duces tecum* is issued. Blank subpoenas shall not be issued.

(5) If there is a failure to comply with a subpoena or a subpoena *duces tecum* after objections or a motion to quash have been determined by the commission, the commission by its counsel or the party seeking enforcement may apply to a judge of the circuit court of the county in which—the hearing has been held, is being held, or is scheduled to be held, or where the witness resides or may be found—for an order enforcing the subpoena or subpoena *duces tecum*.

AUTHORITY: section 386.410, RSMo Supp. 1998.* Original rule filed Dec. 19, 1975, effective Dec. 29, 1975. Amended: Filed Nov. 7, 1984, effective June 15, 1985. Rescinded and readopted: Filed March 10, 1995, effective Nov. 30, 1995. Rescinded and readopted: Filed Aug. 24, 1999, effective April 30, 2000.

*Original authority: 386.410, RSMo 1939 amended 1947, 1977, 1996.

4 CSR 240-2.110 Hearings

PURPOSE: This rule prescribes the procedures for the setting, notices, and conduct of hearings.

Data Request No. 1 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Description: Did you file an application for service (tap-ons to be completed)? NO

If yes, please provide a copy of the application.

If no, how did you request service?

Complainant was told by Unis Jones that no application or any type of paperwork would be needed to request that the Tap-ons be completed. Everything would be done by word of mouth, over the telephone.

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested. briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Data Request No. 2 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

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Requested By James M. Russo

Description: Who did you contact for the tap-ons to be installed and on what date? Complainant contacted Unis Jones to request the tap-ons around August 20th, 2005.

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter. memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Data Request No. 3 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Description: Please indicate on the attached plat map where you requested service to be installed and where the Company installed service.

Complainant attached a copy of the plat map that is closer to area of installation and easier to label. ****Complainant was told all Tap-ons would be a minimum of 10-15' foot within lot lines. 2 Tap-ons were installed directly on property line 2 Tap-ons were installed on the road easement.

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.





Data Request No. 4 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Description: When and how did you become aware that the tap-on charge was going to increase?

Complainant was not aware of any type of increase until after the tap-ons were performed and a bill was received by complainant with an inflated amount.

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name. title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Data Request No. 5 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Description: Are you presently a customer of Evergreen Lakes Water Supply Co. Inc.?

If yes, how long have you been a customer and how many separate bills (number of services) do you have with the Company?

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Data Request No. 6 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Description: On what date where the tap-ons actually installed? Installation began on October 28th, 2005.

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Data Request No. 7 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Description: You state in your complaint that you received a bid of \$75 per tap-on.

What date was this bid provided and by whom? Approx. July 1, 2005 by Unis Jones

Was this bid in writing? If yes, please provide a copy of the bid. No, the bid was not in writing. Complainant was told that nothing needed to be in writing, everything could be done verbally.

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested. briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Data Request No. 8 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Description: Do you work in the construction industry either as an employee, owner or contractor that builds custom homes or spec homes for resale?

The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested. briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author. date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Data Request No. 9 Company Name N/A Case/Tracking No. WC-2006-0423 Date Requested 5/3/2006 Requested From Erik M. Thomas

Requested By James M. Russo

Why did you request tap-ons for these five lots at the time that you did? Description: After purchase of the property in Evergreen Lakes Subdivision, Complainant wanted to build a house. Complainant requested a single water Tap-on. Unis Jones suggested that she needed more requests and suggested (continued below) The attached information provided to Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge. information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. WC-2006-0423 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in your office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name. title number. author. date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to Erik M. Thomas and its employees, contractors, agents or others employed by or acting in its behalf.

Security : Public

that Complainant make more Tap-ons. Complainant only agreed because he assumed that each tap-on would cost \$75.00.

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Commissioners

JEFF DAVIS Chairman CONNIE MURRAY STEVE GAW ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

POST OFFICE BOX 360 JEFFERSON CITY MISSOURI 65102 573-751-3234 573-751-1847 (Fax Number) http://www.psc.mo.gov

Missouri Public Service Commission

May 3, 2006

WESS A. HENDERSON Executive Director

DANA K. JOYCE Director, Administration

ROBERT SCHALLENBERG Director, Utility Services

WARREN WOOD Director, Utility Operations

COLLEEN M. DALE Secretary/Chief Regulatory Law Judge

> KEVIN A. THOMPSON General Counsel

Evergreen Lakes Water Supply Co. Inc. P.O. Box 138 Cedar Hill MO 63016

RE: Case No. WC-2006-0423

Ms. Jones:

Enclosed please find Staff of the Missouri Public Service Commission Data Request No.1 through No. 8. These are submitted to you pursuant to 4 CSR 240-2.090(2). I have enclosed a copy of the rule for your review. If Company has any objections or is unable to answer these data requests within twenty days, please provide the objection or inability to answer in writing within ten days after receipt of these data requests.

Please contact me at (573) 751-7494 if you have any questions.

Sincerely,

MR

/James M. Russo Rate and Tariff Examination Supervisor Water & Sewer Department

Enclosures

May 17, 2006

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Missouri public Service Commission Mr. James M. Russo P. O. Box 360 Jefferson City, Missouri 65102

MAY 2 5 2006

UTILITY COMPANY ANONS DIVISION

Re: Case No. WC-2006-0423

Mr. Russo,

Data Request No. 1

I did not ask for an application for service (tap-ons to be completed) from Mr. Thomas. At that time I was not asking for applications. I am in the process of sending an applications to every user to have on file.

Mr. Guy Thomas purchased some lots in Lake of Evergreen as well as his brother Mr. Eric Thomas. Please see the enclosed letter regarding the complaint filed by Mr. Guy Thomas last November.

Eric Thomas called a couple of times, and I don't have the exact date of the calls, asking the price and then to order the 5 tap-on. Both Eric and Guy were told from the beginning that the new increase would be going into effect any day and the new rate was \$800.00 per tap-on. I told him, from the start, that I was very doubtful that we would get the tapon in before the increase. He asked what the current rate was and I told him \$75.00. I felt sure that he already knew the current rate from the other property owners, as they had received the memo about the rate increase and were telling people if they wanted a tap-on to get it before the increase.

Data Request No. 2

Eric Thomas called to order the 5 tap ons. I do not recall the exact date, it was sometime in October. I had mentioned this to someone at PSC in discussing our rate increase that someone was wanting 5 tap ons and we were running behind due to the weather, illness, and problems hitting rock with the tap on we were working on.

Data Request No 3

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The tap ons were installed on lots 1, 3, 5, 6 of Block P and and Lot 19 Block K.

He has these 5 tap ons, installed in October, and has not paid one cent for them. Two workers went to the site to Meet with Mr. Thomas and he showed them where he wanted the tap ons. After they were installed the 5 meters were stolen from the pits. One was recover in the mud where the "thief" dropped it.

After Mr. Thomas was billed for the tap ons he came back and said they were all in the wrong place and he wanted them moved. We agreed to move 4 of them thinking he would then pay for the tap ons. We have replaced the meter in one pit where he is building a house and told him we would replace the other meters when he needed them or someone is living in the area so they would not be stolen again.

Data Request No 4

I consider Mr. Thomas a customer but he has never paid a cent to the Water Company.

Data Request No 5

I believe October 28th or 29th.

Data Request No. 6

He said he wanted the tap ons in at that time because the price was going up. His brother wanted his in at that time also because of the price. When the price increased his brother cancelled his because he did not yet have his construction loan.

Mr. Thomas called a couple of times, once just to ask the price of a tap on. I told him the new rate would be in effect any day and the price was \$800.00. He then asked the old rate and I told him \$75.00 but felt there would be no way we would be able to install 5 tap on before the increase. He called back a couple of days later to request the tap ons and ask if the increase had taken place. I told him not yet but was expecting it to go into effect any day and again told him I did not believe we could get the tap ons installed before the increase.

Mr. Thomas was very aware of the increase to \$800.00. Please see the enclosed letter of my response to his brother Guy's complaint. He ordered his tap ons (2) then after we purchased the material for the tap called and cancelled. I told him we already purchased the material and he said too bad I don't want it now.

Eunici Jom

Report Attachment B

Equipment Rental Receipt

BIKD c	Q U I P M E N T OMPANY, INC. <i>VICE • RENTAL</i>		BETWEEN S EUREKA	EAST OLD HW SIX FLAGS AND A PACIFIC, MO 536-271-8589 X 636-27,1-993	0 PACIFIC 63069	K-DUT
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ALL RENTAL CHARGES ARE BASED ON 8 HOUR PERIOD	DEPUNIT RECEIVEDT	200.00
IS IS A LEGALLY BINDING CONTRACT WHICH PLACES CERTAIN OBLIGATIONS AND RESPONSIBILITIES ON YOU (RENTER OR BUYER) IS IMPORTANT THAT YOU READ ALL THE MATERIAL, INCLUDING THE TERMS AND CONDITIONS, SET FORTH ON BOTH SIDES OF THIS VPER.	Total Reptal:	200.20
VER. 20WILL BE CHARGED FOR ALL THE TIME DURING WHICH THE ITEM(S) YOU HAVE RENTED IS OFF OUR (BIRD EQUIPMENT) PREMISES, INCLUDING ITURDAY, SUNDAY AND HOUDAYS.	Tabel Merchandise:	$\mathfrak{Q}_{\ast},\mathfrak{Q}_{\mathfrak{Q}}$
THE EQUIPMENT FAILS, DO NOT ATTEMPT TO REPAIR, NOTIFY OUR OFFICE AT ONCE BY CALLING (636) 271-8589.		
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CLEARNER OF DUSTRIES FOR

Report Attachment C

Tariff Sheets

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		Sch	edule of R	ates, cont'd	
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Tap-or	n fee for meter	sizes indicated	below:		
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	New Rate or To Changed Rate				
					FILED MO PSC WR-2006-0131
ssue Date:	September Month/Day/Y			Effective Date:	October 27, 2005 Month/Day/Year
ssued By:		cken, Presiden of Issuing Office		Evergreen Lake Company Mailing A	Water Company address

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		(Reviews) Previous Tariffs (Original)	
·	_	Previous Tariffs (Original) SHEET No (Revised)	
	green Lake Water Company	For For All Certified Areas in	
Г	Name of Issuing Corporation	Community, Town or City Franklin County, Missouri	
		RECEIVED	
	RENDERING_OF_WAT	ER SERVICE APR 7 1987	
Rule	1 <u>DEFINITIONS</u> (Continue		
	and maintained by the Co line is in a street, the	will be installed, Service Commission ompany. If the property said service connection	01
	shall be deemed to end a abutting the customer's	t the edge of the street property.	
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(h)	The "METER SETTING" incl meter yoke, meter, and a which shall be owned and Company.	appurtenances, all of	
		FILED	
		MAY 15 1987	
		Public Service Commission	
	cates new rate or text cates change		
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	By Hactie Perken	President, PO Box 138, Cedar Hil	•

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			LATIONS GOVERNING WATER SERVICE	APR 7	1987	
Rule	4 <u>APPI</u>	ICATIONS FOR SERVICE		MISS Public Service	OURI e Comm	issio
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′(c)	main of	vice is requested at a adequate capacity, a ed by the Company as m b. 14.	main of adequate	size shall be		
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	Cancelling P.S.C.MO. No. All Previous Tariffs (Original) (Revised) SHEET No.
	me of Issuing Corporation For All Certified Areas in Community, Town or City Franklin County, Missouri
	RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE APR 7 198
Rule	
(a)	The Company will provide the Customer water service Commission at the outdoor meter, or at the property line. Separate buildings shall be served through separate service lines.
(Ъ)	The Service Connection from the water main to the Customer's property line, the meter installation and setting shall be constructed, owned and maintained by the Company. Service line construction and maintenance from the property line or meter setting including the connection to the meter setting to the building shall be the responsibility of the Customer, and is subject to inspection by the Company. Customers shall be responsible for the cost of repairing any damage to the Company's lines, meters, and meter installations caused by the Customer or his agent.
(c)	Existing water service lines may be used in connecting with new buildings only when they are found on examination and test not to constitute a hazard to the health and safety of other Customers or the Company's facilities.
(d)	The Customer's water service lines shall be brought to the unit at a depth of not less than 36 inches and, upon entering the building, shall be valved. This valve must be kept in good repair in order to shut off the water supply and drain the inside plumbing, if necessary.
(e)	The Customer's water service lines and inside piping shall be of material conforming to recognized standards for potable water service ED and shall have a pressure rating of at least 160 psi working pressure and have a minimum inside diameter of 3/4 of an inch. MAY 15 1987
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Rule	5 <u>INSI</u> LINE	DE PIPING AND S	CUSTOMER WATE	ER SERVICE MISSOURI Public Service Commission
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(g)	service	nge in the loc connection re e made at his	equested by th	
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ATE OI	F ISSUE	April: 15, 1987 month day year	DATE	EFFECTIVE May 1987 month day year
SUED H	BY Maclin	Picken name of a	Preside	month day year ent, PO Box 138, Cedar Hill, MO 6.

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Report Attachment D

Pictures of Tap-Ons and Lots

Summary of Picture Location:

Picture 1:	Home being constructed on Lots 1 & 2 of Block P
Picture 2:	Location of Tap-on for Lots 1 & 2
Picture 3:	Close up of Tap-on located on Lots 1 & 2 with Tap-on for Lot 5 in the background
Picture 4:	Location of Tap-on for Lot 5 with road in the background
Picture 5:	Location of Tap-on for Lots 3 & 4
Picture 6:	View of road with Lots 5 and 6 on the left
Picture 7:	Location of Tap-on for Lot 6
Picture 8:	View of road with Lot 6 on the left and Lots 18 & 19 on the right
Picture 9:	Location of Tap-on for Lot 19



















Report Attachment E

Franklin County Building Permit

PAID

BALANCE DUE

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RETURNED

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8/ 8/2006

FRANKLIN COUNTY BUILDING DEPARTMENT INDIVIDUAL RECORD REPORT

<u>PERMIT # :</u> XREF :	2005001731	<u>TYPE</u> : B		<u>:</u> 7/22/2005 4J2 . <u>D ;</u> 11/ 2/2005 7L		<u>ISSUED :</u> 1/23/20 <u>FINAL :</u>	006 SD 7LB	
PARCEL # : SITUS :	20-1-01.0-2-004 WAYSIDE DR		<u>LOT #:</u> 2		SUBDIVISION : EVERGREEN LAKES			
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<u>OWNER</u> THOMAS, ER 4737 HWY N ROBERTSVIL	ik .le, MO 63072			CONTRACTOR		BUS LIC :		
636-271-8211 <u>DESIGNER</u>								
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DESCRIPTION :

CONDITIONS :

INSTALL CLASS ONE AERATOR WITH 500 GALLON PUMP TANK AND 977 FEET OF DRIP IRRIGATION WITH A 28" DEEP CURTAIN DRAIN AS PER ENGINEER'S SEWER DESIGN. SEE ENGINEER'S SEWER DESIGN FOR LOCATION AND MORE INFORMATION. SEWER INSTALLER - BRAD PIERCE.