

FILED<sup>3</sup>

SEP 23 2005

Missouri Public  
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

TORREST L HATFIELD

(your name)

Complainant,

VS.

Case No. \_\_\_\_\_

Melody LAKE Water & Sewer LLC

(utility company's name)

Respondent.

COMPLAINT

1. Complainant resides at 34 N Melody DR

Leslie, Mo 63056

2. Respondent, Melody LAKE Water & Sewer LLC

(Company's name and address)

333 Playmor DR, Leslie Mo 63056, is a public utility providing service to complainant's residence.

3. As the basis of this complaint, complainant states the following facts: \_\_\_\_\_

Rate increase on water and sewer service without authorization from PSC. Also, it is my understanding that there was no authorization from Melody Lake Board of Governors to take over Franklin County Water & Sewer Service and the property owners had no vote or say in this venture.

Enclosed 2 copies:

Bill for June 11, 2003

Increase Rates as of April 1, 2005

CC: Enclosed 2 copies:

Sewer bill 1/1/05 - 3/31/05

sewer bill after increase 9/1/05

4. The complainant has taken the following steps to present this complaint to the respondent: In attending Board meetings, I brought this up and they will give an explanation.

WHEREFORE, complainant now requests the following relief: Whatever it takes to get these issues resolved.

9/20/05

Date

Forest J. Hatfield

Signature of Complainant

# MELODY LAKE WATER & SEWER LLC

Leslie, MO

April 1, 2005

TO ALL WATER AND SEWER CUSTOMERS

## NEW WATER & SEWER RATES

As outlined at the open meeting of the Melody Lake Water & Sewer company held at the A-Frame on November 13, 2004 (a notification letter was sent to all Association home owners on November 1, 2004) and approved by the Melody Lake Water & Sewer board of directors at their open meeting held on January 29, 2005, the new monthly water & sewer rates, effective with the May, 2005 billing, are as follows:

**Water:**     **\$8.15 base rate**  
                  +\$1.20 per 1,000 gallons used

**Sewer:**     \$6.00 first 1,000 gallons used  
                  +\$2.00 second 1,000 gallons used  
                  +\$1.85 third 1,000 gallons used  
                  +\$1.75 3001 – 30,000 gallons used

**Late Fee:** 5% of balance owed

If no meter reading is received with a monthly payment, the monthly usage will be based on an average\* of 3,200 gallons.

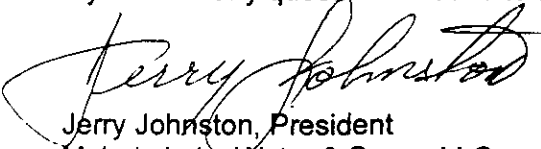
\* Average based on all customer water usage during 2004

**Sewer Only Customers:** Your monthly sewer rate will be based on the average usage of 3,200 gallons.

**Seasonal Customers:** Unless I am advised that you have turned off your water for the season, and, in turn, turned it back on for the season, you will be charged the base rate for water each month, and sewer charges will be based on the 3,200 gallon average used. We are requesting that all seasonal customers submit a meter reading each September.

As far as we can determine from the previous water company owner's records, there has not been an increase in water and/or sewer charges since 1991. We have an aging system and are bound to have malfunctions; thus, we are increasing fees to start building a contingency fund for the future.

If you have any questions relative to the above, please direct them to my attention.

  
Jerry Johnston, President  
Melody Lake Water & Sewer LLC  
573-484-4267

cc: Board of Directors:

Melissa Dahms  
Barb Dyer  
Kenda Holland

Todd Hanley  
Dee Jay Piersel

ps

June 11, 2003

**MELODY LAKE WATER CUSTOMERS**

Enclosed is a corrected water bill for the month of May. Please discard the previous bill dated June 1, 2003.

In reviewing Mr. Horsley's (Franklin County Service Company) ledgers again, it was determined that the calculations used for May's billings were incorrect. The corrections have been made and this bill – and subsequent bills – will reflect his billing procedure as follows:

Base Charge:	\$ 6.78
1 – 1000 gallons	\$ 7.78
1001 – 2000 gallons	\$ 8.78
2001 – 3000 gallons	\$ 9.78
3001 – 4000 gallons	\$10.78
4001 – 5000 gallons	\$11.78
5001 – 6000 gallons	\$12.78

Late Charge:

5% on the first \$15.00

1% on balance over \$15.00

If no meter reading is received from a customer we will charge an estimated usage of 2,500 gallons (an average of all water meter readings received the month of April) for a charge of \$9.78. This usage is a revised average from the 4,000 gallons stated in our letter to you dated April 1, 2003.

We have made note of those meters that need fixing, and those water customers who do not have a meter. Jerry Johnston will be taking care of these problems within the next couple of months. He will also be checking out the meters of those who have not submitted a reading to see what their meter problem is.

My apologies for any inconvenience, and if you have further questions please give me a call at 484-0033.



Pat Smits  
Melody Lake Water & Sewer  
80 N. Lake Drive  
Leslie, MO 63056

cc: Jerry Johnston, Melody Lake B.O.G.  
Robert White, President, Melody Lake B.O.G.

# **MELODY LAKE WATER & SEWER, L.L.C.**

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333 Playmor Drive – Leslie, MO  
573-484-4367

September 1, 2005

Bev & Forrest Hatfield  
34 N. Melody Drive  
Leslie, MO 63056

**Service Period:** July 1, 2005 – July 31, 2005

**Previous Meter Reading:** 1000080

**Current Meter Reading:** 1001270

**Gallons Used:** 1,190

**Water Payment Due:** \$10.55

**Sewer Payment Due:** 8.00

**Previous Balance:** \_\_\_\_\_

**Amount Due By September 25, 2005:** **\$18.55**

Balance subject to a late fee of 5% if received after Sept. 30, 2005

***Keep this portion for your records***

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**MELODY LAKE WATER & SEWER LLC**

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**Attn: Pat Smits  
333 Playmor Drive  
Leslie, MO 63056**

April 1, 2005

Forrest & Bev Hatfield  
34 N. Melody Drive  
Leslie, MO 63056

<b>WATER <u>SERVICE</u> PERIOD:</b>	February 1 – February 28, 2005
<b>MARCH METER READING:</b>	0994720
<b>FEBRUARY METER READING:</b>	0992940
<b>GALLONS USED:</b>	1,780
<b>CURRENT CHARGE:</b>	\$ 8.78
<b>SEWER CHARGE: 1/1/05 – 3/31/05</b>	<u>21.60</u>
<b>TOTAL DUE:</b>	<b>\$30.38</b>
<b>DATE DUE:</b>	April 25, 2005 (Subject to a late payment fee if received after April 30, 2005)

**KEEP THIS PORTION FOR YOUR RECORDS**

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