

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Pg 1 of 6

FILED
April 29, 2008
Data Center
Missouri Public
Service Commission

Name: REUBEN L. CRENSHAW
Complainant

vs.

Case No.

Company Name: MO. AMERICAN WATER CO.
(MAWC) Respondent

COMPLAINT

Complainant resides at 6910 Winchester Drive
(address of complainant)

St. Louis, MO 63121

1. Respondent, MO. AMERICAN WATER CO. (MAWC)
(company name)
of 727 Craig Rd., St. Louis, MO 63141,
(location of company) is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

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

- (1) Complainant charges that Respondent did assess unlawful, excessive water usage charges against Complainant's property at 7904 Page Avenue, Vinita Terrace, MO 63133. Said violations occurred between 10/3/2006 and 5/2/2007.
- (2) Complainant charges that Respondent has subsequently become involved in a "cover up," which is evidenced by the following facts:
 - (a) Respondent, in both oral and written communication with Complainant, never addressed content of Complainant's telephone conversation with one of Respondent's employees, who simply identified herself as "LaDonna."
 - (b) Contrary to information reported to Michelle Bocklage (of MoPSC) by Respondent, the fire at 7904 Page did not prevent Respondent from

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

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: REUBEN L. CRENSHAW
Complainant

vs.

Case No.

Company Name: MO. AMERICAN WATER CO.
Respondent

COMPLAINT

Complainant resides at 6910 Winchester Drive
(address of complainant)
St. Louis, MO 63121

1. Respondent, MO AMERICAN WATER CO (MAWC)
(company name)
of 727 Craig Rd., St. Louis, MO 63141
(location of company), is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

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

obtaining a final meter reading for the prior tenant. There is a remote meter reading device mounted on an exterior wall, from which Respondent has been taking meter readings for years. Furthermore, the Fire Department Report states that the fire was confined to the kitchen (main floor, rear). The meter is physically located in the basement at the front of the house and diametrically opposite to the kitchen. Also noteworthy is the fact that the basement has always been accessible via the rear door of the house.

(c) No meter readings were recorded on the two "High Bill Inspection Notices" left at the premises by Respondent's servicemen.

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

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Pg 3 of 6

Name: REUBEN L. GRENSHAW
Complainant

vs.

Case No.

Company Name: MO. AMERICAN WATER CO.
Respondent

COMPLAINT

Complainant resides at 6910 Winchester Drive
(address of complainant)

St. Louis, MO 63121

1. Respondent, MO AMERICAN WATER CO. (MAWC)
(company name)
of 727 Craig Road, St. Louis, MO 63141
(location of company) is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

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

(d) Respondent's assertion (to Michelle Bocklage) that Complainant, without cause, decided against having extricated meter tested - is definitely erroneously promulgated (See Complainant's 12/29/2007 letter to Respondent).

(e) Respondent failed to address Theresa Duba's recantation, and strange utterings in her 4/5/2007 telephone conversation with Complainant.

(3) Complainant prays that MoPSC will obtain certified (under oath) answers to the following questions:

(a) Did Respondent go ahead and test extricated meter with no separate, neutral and qualified entity present?

(b) Did Respondent compromise the integrity

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

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: REUBEN L. CRENSHAW
Complainant

vs.

Case No.

Company Name: MO. AMERICAN WATER CO.
Respondent

COMPLAINT

Complainant resides at 6910 Winchester Drive
(address of complainant)
St. Louis, MO 63121

1. Respondent, MO AMERICAN WATER CO. (MAWC)
(company name)
of 727 Craig Rd., St. Louis, MO 63141, 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:

of said meter by subjecting it to tampering?
(c) Has "LaDonna" been reprimanded/given a
"gag order."
(d) Has "LaDonna" been released from Respondent's
employment, and if so, did she leave voluntarily
or involuntarily?
(e) Why is it that "Andria" never fulfilled her
promise to mail Complainant a copy of the
infamous "lost in the mail" bill for
Complainant's residence account and her
promise to fax same to Complainant's
Bankruptcy Attorney?
(f) Why is it that Complainant never received
a direct response from Respondent's
"Dispute Department" as promised by
"Debra" and "Lakesha." A written statement

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

Complainant has written two letters to Respondent (dated 3/31/2007 & 12/29/2007) and filed an Informal Complaint with the MoPSC.

Complainant has included herewith copies of aforesaid letters and other pertinent documents.

WHEREFORE, Complainant now requests the following relief:

Complainant and his wife of 43 years have undergone undeserved mental anguish and the pain and suffering of sleeplessness throughout this trying ordeal. Complainant therefore prays for financial restitution.

4/26/2008

Date

Reuben L. Renshaw

Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

Missouri
American Water
 PO BOX 578
 ALTON, IL 62002-0578

For Service To: 7904 Page Ave



00010295 01 AT 0.308 B 00043 46 FEOPY



Reuben L Crenshaw
 R & L REALTY CO REALTORS
 6910 WINCHESTER
 SAINT LOUIS MO 63121-2808



Initial Bill

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$25.66
DUE DATE	Oct 27, 2006
Date Delinquent	11/02/2006

Please return this portion with check
 Payable to the address below

Missouri American Water
 PO Box 5127
 Carol Stream, IL 60197-5127



Customer Account Information

For Service To: Reuben L Crenshaw
 7904 Page Ave
 Account Number: 35-0215779-9
 Premise Number: 35-0176951

Billing Period & Meter Information

Billing Date: Oct 17, 2006
 Billing Period: Oct 03 to Oct 12 (9 days)
 Next reading on/about: Jan 16, 2007
 Rate Type: Residential

9 DAYS

Meter readings in current billing period:
 Meter Number 0073385841 is a 5/8-inch meter.
 Present-actual 526
 Last-actual 518
 100 CF used 8
 1 cu. ft. equals 7.50 gallons
 Gallons used 6000

Billing Summary

-----Prior Balance-----
 Previous Balance Utility Charges \$23.23
 Balance from last bill \$23.23
 Adjustments -6.87
 Payments as of Oct 17, 2006. Thanks! -16.36
 Total prior balance, Oct 17, 2006 .00
 -----Current Water Charges-----
 Customer Charge 6.87
 Usage Chrg (\$1.525300 x 8.00) 12.20
 Total water charges, Oct 17, 2006 19.07
 -----Other Current Charges-----
 Infrastructure Surcharge(ISRS) .68
 Fire Hydrant Service 2.88
 Primacy (St Louis) < 1" .03
 Service Line Protection Charge 3.00
 Total other charges, Oct 17, 2006 6.59

	\$23.23
	\$23.23
	-6.87
	-16.36
	.00
	6.87
	12.20
	19.07
	.68
	2.88
	.03
	3.00
	6.59
-----TOTAL AMOUNT DUE-----	\$25.66

Delinquent if not received by:
 Nov 02, 2006

Messages from Missouri American Water
 Local Office Hours 8:00AM - 5:00PM Monday - Friday.
 * Missouri American Water collects a primacy fee from our customers for the Missouri Department of Natural Resources (MoDNR). This fee has been collected annually to support MoDNR's enforcement of safe drinking water regulations. Under the terms of a new Missouri law, the primacy fee has increased and will be collected with each billing cycle starting September 1, 2006. MoDNR has set the cost of these fees at less than \$0.28 per month for most residential customers (who have water meters with less than one-inch inlet size).
 * Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at www.water.paymybill.com. A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.
 * Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.

Customer Service and Emergencies: 1-866-430-0820 (24 Hours)

us on the INTERNET at: www.mawc.com



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578

For Service To: 7904 Page Ave



002341 1 AV 0.293 2341/2341/002341 010 1 PCB4H5



REUBEN L CRENSHAW
R & L REALTY CO REALTORS
6910 WINCHESTER
SAINT LOUIS MO 63121-2808

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$60.52
DUE DATE	Feb 01, 2007
Date Delinquent	02/07/2007

Please return this portion with check
▼ Payable to the address below ▼

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Customer Account Information

For Service To: Reuben L Crenshaw
7904 Page Ave
Account Number: 35-0215779-9
Premise Number: 35-0176951

Billing Period & Meter Information

Billing Date: Jan 22, 2007
Billing Period: Oct 12 to Jan 17 (97 days)
Next reading on/about: Apr 18, 2007
Rate Type: Residential

Meter readings in current billing period:

Meter Number 0073385841 is a 5/8-inch meter.
Present-actual 538
Last-actual 526
100 CF used 12
1 cu. ft. equals 7.50 gallons
Gallons used 9000

Billing Summary

-----Prior Balance-----
Previous Balance Utility Charges \$25.66
Balance from last bill \$25.66
Payments as of Jan 22, 2007. Thanks! .00
Total prior balance, Jan 22, 2007 25.66

-----Current Water Charges-----
Customer Charge 9.01
Usage Chrg (\$ 1.52530 x 1.24) 1.89
Usage Chrg (\$ 1.52530 x 10.76) 16.41
Total Use Billed 12.00 27.31

-----Other Current Charges-----
Infrastructure Surcharge(ISRS) 1.40
Fire Hydrant Service 2.88
Primacy (St Louis) < 1" .27
Service Line Protection Charge 3.00
Total other charges, Jan 22, 2007 7.55

-----TOTAL AMOUNT DUE-----

\$25.66
\$25.66
.00
25.66
9.01
1.89
16.41
27.31
1.40
2.88
.27
3.00
7.55
\$60.52

Delinquent if not received by:
Feb 07, 2007

Messages from Missouri American Water

Local Office Hours 8:00AM - 5:00PM Monday - Friday.
The due date pertains to current charges only. Any past due balance should be paid immediately.
* The ISRS charge on your water bill is an Infrastructure System Replacement Surcharge which helps fund the cost of ongoing replacement of aging water lines in St. Louis County. On October 23, 2006, this surcharge increased from \$0.0852 to \$0.1198 per hundred cubic feet of water used for average residential, commercial and governmental customers. Additional information about ISRS is available on the Missouri American Water web site at www.mawc.com
* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at www.water.paymybill.com. A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.
* Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578



For Service To: 7904 Page Ave



005619 1 AV 0.293 5619/5619/005619 023 1 PCBBN8



Crenshaw, Reuben L

R & L Realty Co Realtors
6910 Winchester
Saint Louis MO 63121

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$60.52
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

NO NOTICE DATE GIVEN

OVERDUE NOTICE

Your water bill for the amount shown above is now overdue. To assure continued service, payment is due upon receipt of this notice. If payment or other arrangements for payment has been made recently, please disregard this notice.

THANK YOU!

Please use the enclosed envelope to mail your payment. If you are unable to make payment in full, you may contact the company within the next 10 days and request the opportunity to make payment arrangements.

For authorized payment agent locations, call Customer Service at 1-888-389-0592.



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 7904 Page Ave



011803 1 AV 0.293 3803/11803/003803 044 1 PCBDEY



Crenshaw, Reuben L
R & L Realty Co Realtors
6910 Winchester
Saint Louis MO 63121

ACCOUNT NUMBER	35- 0215779-9
AMOUNT DUE	\$60.52
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE

Discontinuance Date: Wednesday, March 7, 2007

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges -- someone must be home when service is restored.

Regular-hour restoration charge	\$20.00
Off-Hour restoration charge	\$73.00
Excavation charge	Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day!

If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

For authorized payment agent locations, call Customer Service at 1-888-389-0592.

For St. Louis County customers only:

If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

Office hours: 24 hours a day, 7 days a week
Customer Service: 1-888-389-0592
Visit us on the INTERNET at: <http://www.mawc.com>

 **Missouri
American Water**
PO BOX 578
ALTON, IL 62002-0578

For Service To: 7904 Page Ave



004066 1 AV 0.293 4066/4066/004066 016 1 PCBFBS


Crenshaw, Reuben L
R & L Realty Co Realtors
6910 Winchester
Saint Louis MO 63121

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$60.52
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE
FINAL NOTICE

Discontinuance Date: Wednesday, March 7, 2007

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges -- someone must be home when service is restored.

Regular-hour restoration charge	\$20.00
Off-Hour restoration charge	\$73.00
Excavation charge	Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day!

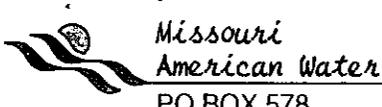
If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

For authorized payment agent locations, call Customer Service at 1-866-486-5444.

For St. Louis County customers only:
If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

Office hours: 24 hours a day, 7 days a week
Customer Service: 1-866-486-5444
Visit us on the INTERNET at: <http://www.mawc.com>

REC'D 4/10/2007



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578

For Service To: 7904 Page Ave



009754 1 AT 0.308 1754/9754/001754 042 1 PCBR0E



REUBEN L CRENSHAW
R & L REALTY CO REALTORS
6910 WINCHESTER DR
SAINT LOUIS MO 63121-2808

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$36.62
DUE DATE	Apr 16, 2007

Please return this portion with check
Payable to the address below

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Customer Account Information

For Service To: Reuben L Crenshaw
7904 Page Ave

Account Number: 35-0215779-9
Premise Number: 35-0176951

Billing Period & Meter Information

Billing Date: Apr 06, 2007

Rate Type: Residential

Billing Summary

-----Prior Balance-----
Previous Balance Utility Charges
Balance from last bill
Payments as of Apr 06, 2007. Thanks!
Total prior balance, Apr 06, 2007
-----Adjustments-----
Courtesy-Oct & Jan Cr Res
Total adjustments, Apr 06, 2007

\$60.52
\$60.52
.00
60.52
-23.90
-23.90
\$36.62

-----TOTAL AMOUNT DUE-----

NO BILLING PERIOD GIVEN
PRESUMABLY IT IS 10/3/2006 - 1/17/2007

Messages from Missouri American Water

Local Office Hours 8:00AM - 5:00PM Monday - Friday.
The due date pertains to current charges only. Any past due balance should be paid immediately.
* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.
Customers may also pay on-line at www.water.paymybill.com. A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.
* Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 7904 Page Ave

010749 1 AT 0.308 2749/10749/002749 046 1 PCBUP2



REUBEN L CRENSHAW
R & L REALTY CO REALTORS
6910 WINCHESTER DR
SAINT LOUIS MO 63121-2808

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$53.34
DUE DATE	Apr 30, 2007
Date Delinquent	05/07/2007

Please return this portion with check
▼ Payable to the address below ▼

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Customer Account Information

For Service To: Reuben L Crenshaw
7904 Page Ave
Account Number: 35-0215779-9
Premise Number: 35-0176951

Billing Period & Meter Information

Billing Date: Apr 20, 2007
Billing Period: Jan 17 to Apr 17 (90 days)
Next reading on/about: Jul 17, 2007
Rate Type: Residential

Meter readings in current billing period:

Meter Number 0083810329 is a 5/8-inch meter.
Present-actual
Last-actual
***Meter Changed Apr 07, 2007.**
Meter Number 0073385841 is a 5/8-inch meter.
Present-actual 539
Last-actual 538
100 CF used 1
1 cu. ft. equals 7.50 gallons
Gallons used 750

Billing Summary

-----Prior Balance-----

Previous Balance Utility Charges	\$60.52
Balance from last bill	\$60.52
Adjustments	-23.90
Payments as of Apr 20, 2007. Thanks!	.00
Total prior balance, Apr 20, 2007	36.62

-----Current Water Charges-----

Customer Charge	9.01
Usage Chrg (\$ 1.52530 x .97)	1.48
Usage Chrg (\$ 1.52530 x .03)	.05
Total Use Billed	10.54

-----Other Current Charges-----

Infrastructure Surcharge(ISRS)	.12
Fire Hydrant Service	2.79
Primacy (St Louis) < 1"	.27
Service Line Protection Charge	3.00
Total other charges, Apr 20, 2007	6.18

-----TOTAL AMOUNT DUE-----

\$53.34

Delinquent if not received by:
May 07, 2007

Messages from Missouri American Water

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

The due date pertains to current charges only. Any past due balance should be paid immediately.

* The ISRS charge on your water bill is an Infrastructure System Replacement Surcharge which helps fund the cost of ongoing replacement of aging water lines in St. Louis County. On April 15, 2007, this surcharge increased from \$0.1198 to \$0.1653 per hundred cubic feet of water used for average residential, commercial, and governmental customers. Additional information about ISRS is available under St. Louis County News on the Missouri American Water website at www.mawc.com.

* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at www.water.paymybill.com. A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.

* Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 7904 Page Ave



007044 1 AT 0.308 3044/7044/003044 037 1 PCBYGO



REUBEN L CRENSHAW
R & L REALTY CO REALTORS
6910 WINCHESTER DR
SAINT LOUIS MO 63121-2808

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$60.26
DUE DATE	May 14, 2007
Date Delinquent	05/21/2007

Please return this portion with check
▼ Payable to the address below ▼

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Closing Bill

Customer Account Information

For Service To: Reuben L Crenshaw
7904 Page Ave
Account Number: 35-0215779-9
Premise Number: 35-0176951

Billing Period & Meter Information

Billing Date: May 04, 2007
Billing Period: Apr 17 to May 02 (15 days)
Next reading on/about: Jul 17, 2007
Rate Type: Residential

Meter readings in current billing period:
Meter Number 0083810329 is a 5/8-inch meter.
Present-actual
Last-actual
100 CF used 0
1 cu. ft. equals 7.50 gallons
Gallons used

Billing Summary

-----Prior Balance-----	
Previous Balance Utility Charges	\$53.34
Balance from last bill	\$53.34
Payments as of May 04, 2007. Thanks!	.00
Total prior balance, May 04, 2007	53.34
-----Current Water Charges-----	
Customer Charge	6.87
Total water charges, May 04, 2007	6.87
-----Other Current Charges-----	
Primacy (St Louis) < 1"	.05
Total other charges, May 04, 2007	.05
-----TOTAL AMOUNT DUE-----	\$60.26

Delinquent if not received by:
May 21, 2007

Messages from Missouri American Water

*** Final Bill *** This is your final bill for service. If we could not get in to read the meter this final bill was estimated. Once we get a reading you will receive an adjusted bill. It has been our pleasure to serve you.
Local Office Hours 8:00AM - 5:00PM Monday - Friday.
The due date pertains to current charges only. Any past due balance should be paid immediately.
* The ISRS charge on your water bill is an Infrastructure System Replacement Surcharge which helps fund the cost of ongoing replacement of aging water lines in St. Louis County. On April 15, 2007, this surcharge increased from \$0.1198 to \$0.1653 per hundred cubic feet of water used for average residential, commercial, and governmental customers. Additional information about ISRS is available under St. Louis County News on the Missouri American Water website at www.mawc.com.
* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at www.water.paymybill.com. A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.
* Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.

Customer Service and Emergencies: 1-866-430-0820 (24 Hours)

Visit us on the INTERNET at: www.mawc.com



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578



For Service To: 7904 Page Ave

019771 1 AV 0.312 3771/19771/003771 088 1 PCC5R2

Crenshaw, Reuben L
R & L Realty Co Realtors
6910 Winchester Dr
Saint Louis MO 63121

ACCOUNT NUMBER	35-0215779-9
AMOUNT DUE	\$60.26
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

NOTICE DATE: 05/31/2007

IMPORTANT NOTICE

Our records indicate that your account has an outstanding balance of \$60.26. We notified you of this balance on your final Missouri American Water bill, but there has been no response.

Although you no longer receive water service at this property, you are still responsible for the service provided until the time we were notified to terminate service in your name.

In order to avoid this account being placed with a collection agency, please make your full payment in the enclosed envelope or contact us at 1-866-358-3429 within the next 10 days to make payment arrangements.

Thank you for your prompt attention to this matter.

To pay by credit card call 1-866-271-5522.

Sincerely,

Customer Service

Office hours: 24 hours a day, 7 days a week
Customer Service: 1-866-358-3429
Visit us on the INTERNET at: <http://www.mawc.com>

Customer Account Information

For Service To: Reuben L Crenshaw
6910 Winchester Dr

Account Number: 35-0688455-4

Premise Number: 35-0165331

Billing Period & Meter Information

Billing Date: Jul 23, 2007

Billing Period: Apr 18 to Jul 18 (91 days)

Next reading on/about: Oct 15, 2007

Rate Type: Residential

Meter readings in current billing period:

Meter Number 0022567672 is a 5/8-inch meter.

Present-actual 3157

Last-actual 3147

100 CF used 10

1 cu. ft. equals 7.50 gallons

Gallons used 7500

Billing Summary

-----Prior Balance-----

Previous Balance Utility Charges

\$39.59

Balance from last bill

\$39.59

Payments as of Jul 23, 2007. Thanks!

-39.59

Total prior balance, Jul 23, 2007

.00

-----Current Water Charges-----

Customer Charge

9.01

Usage Chrg (\$1.525300 x 10.00)

15.25

Total water charges, Jul 23, 2007

24.26

-----Other Current Charges-----

ISRS - 100 cubic feet

1.65

Fire Hydrant Service

2.43

Primacy (St Louis) < 1"

.27

Service Line Protection Charge

3.00

Total other charges, Jul 23, 2007

7.35

-----Taxes-----

Gross Receipts Tax

2.97

Total taxes, Jul 23, 2007

2.97

-----TOTAL AMOUNT DUE-----

\$34.58

Delinquent if not received by:

Aug 08, 2007

PAID \$34.58 9/30/2007 ASSOC #1248 REC'D 10/3/07 PM 11/30/07 246-430-0820

* NO BILL REC'D FOR BILLING PERIOD 7/18/07 - 10/15/07 *

Messages from Missouri American Water

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.

Customers may also pay on-line at www.water.paymybill.com. A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.

* Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.

* Please visit our website for information about the quality of your drinking water. An annual water quality report (also called the Consumer Confidence Report) has already been provided to you earlier this year. An additional copy can be obtained by contacting our Customer Service Center or by visiting our website. The website address and the Customer Service Center phone number are located at the bottom of this bill. Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who may not receive a bill and therefore did not receive a copy of this report directly.

Customer Service and Emergencies: 1-866-430-0820 (24 Hours)

Visit us on the INTERNET at: www.mawc.com



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 6910 Winchester Dr



022285 1 AV 0.312 6285/22285/006285 079 1 PCDHE8



Crenshaw, Reuben L

6910 Winchester Dr
Saint Louis MO 63121-2808

ACCOUNT NUMBER	35-0688455-4
AMOUNT DUE	\$94.84
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

OVERDUE NOTICE

Your water bill for the amount shown above is now overdue. To assure continued service, payment is due upon receipt of this notice. If payment or other arrangements for payment has been made recently, please disregard this notice.

THANK YOU!

Please use the enclosed envelope to mail your payment. If you are unable to make payment in full, you may contact the company within the next 10 days and request the opportunity to make payment arrangements.

For authorized payment agent locations, call Customer Service at 1-866-358-3429.



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578



For Service To: 6910 Winchester Dr

006252 1 AV 0.312 6252/6252/006252 021 1 PCDKAC

Crenshaw, Reuben L
6910 Winchester Dr
Saint Louis MO 63121-2808

ACCOUNT NUMBER	35-0688455-4
AMOUNT DUE	\$94.84
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



07-45600
8-28-2007

Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE

Discontinuance Date: Wednesday, December 5, 2007

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges -- someone must be home when service is restored.

- Regular-hour restoration charge \$20.00
- Off-Hour restoration charge \$73.00
- Excavation charge Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day!

If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

For authorized payment agent locations, call Customer Service at 1-866-358-3429.

For St. Louis County customers only:
If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

866-430-0820

REC'D 11/29/2007

NO BILL REC'D FOR BILLING PERIOD 7/18/07-10/15/07
 AT MY REQUEST, WATER CO. SAID
 THEY WOULD FAX SAID BILL TO
 ATTORNEY ROCHELLE STANTON.
 THEY ASSERT THAT THEY MAILED BILL

Office hours: 24 hours a day, 7 days a week
 Customer Service: 1-866-358-3429
 Visit us on the INTERNET at: <http://www.mawc.com>

THAT TRANSFERRED DISPUTED \$60.26 FROM 7904 PAGE



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578



For Service To: 6910 Winchester Dr

021160 1 AV 0.312 5160/21160/005160 077 1 PCDN76



CRENSHAW, REUBEN L
6910 WINCHESTER DR
SAINT LOUIS MO 63121-2808

ACCOUNT NUMBER	35-0688455-4
AMOUNT DUE	\$94.84
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

**SERVICE DISCONTINUANCE NOTICE
FINAL NOTICE**

Discontinuance Date: Tuesday, December 11, 2007

REC'D 12/8/2007

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges -- someone must be home when service is restored.

Regular-hour restoration charge	\$20.00
Off-Hour restoration charge	\$73.00
Excavation charge	Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day!

If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

For authorized payment agent locations, call Customer Service at 1-866-358-3429.

For St. Louis County customers only:

If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

Office hours: 24 hours a day, 7 days a week
Customer Service: 1-866-358-3429
Visit us on the INTERNET at: <http://www.mawc.com>

March 31, 2007

6910 Winchester Drive
St. Louis, MO 63121

Mr. Terry Gloriod, President
Central Region
Missouri American Water Company
727 Craig Road
St. Louis, MO 63141

RE: Premises at 7904 Page
Vinita Terrace, MO 63133
Acct. No. 35-0215779-9

Greetings:

The property captioned above is a single-family residential unit that I have owned and rented out for the past 35 years. Last year a tenant there accidentally caused a fire in the kitchen. The tenant was in the basement when the fire started. When she detected the fire, she dialed 911 and reported the same. The Fire Department responded and extinguished the fire. The building was rendered uninhabitable, so the Fire Department routinely had all the utilities turned off and noted the same in its report. I paid for and secured a copy of said report.

After hiring a contractor to perform the needed repairs, I proceeded to have the utilities turned back on for the contractor's use during the repair process. Incidentally, all the utilities were in the tenant's name prior to the fire.

On 10-2-2006, I called Missouri American Water Company and spoke with Cathy at or about 7:48 A.M. I requested that the water service be turned on at 7904 Page and an account set up in my name. Cathy complied, telling me that a service turn-on was scheduled for the next day (10-3-2006) between 8:00 A.M. and 11:00 A.M. I told her that my contractor would be there to let the serviceman in. Cathy then gave me the new account number as 35-02157799 (still current).

Now there were no water leaks at the premises, which fact was verified by my contractor and by me. Furthermore, your serviceman never mentioned that he observed any leaks after the turn-on procedure was completed. Also, my contractor said he would testify that there were never any water leaks at the premises, and that no faucets (inside or outside) were ever left on overnight.

Water service was needed by the contractor for drinking, restroom use, washing paint brushes, etc. Noteworthy is the fact that somewhat early in the project, the contractor

3/31/07

Account Number 35-02157799

Page -2-

removed the bathroom commode so he could remove the old bathtub and install a new molded tub and shower assembly. Before the commode could be re-installed, it was inadvertently broken and subsequently hauled away by the trash hauler that I hired. To avoid another similar unfortunate circumstance, the contractor decided to wait until near the end of the project before purchasing and installing a new commode. However, this forced the contractor and his helper, when needing restroom facilities, to go to the nearest available public place to relieve themselves. Thus the water usage at 7904 Page was curtailed significantly.

After receiving an exorbitant bill of \$25.66 for the nine-day period of 10/3/06 – 10/12/06, I called Missouri American Water on 12-14-2006 and spoke with Paula at or about 4:57 P.M. Paula said she would schedule a serviceman to obtain a meter reading at the premises on 12-19-2006 between 12:30 P.M. and 3:30 P.M.

On 12-20-2006, I called Missouri American Water and spoke with LaDonna at or about 9:01 A.M. She stated that the meter was read on 12-19-2006 via a remote reading device (installed sometime in the past). LaDonna stated further that the company had determined that the prior meter readings were erroneous and that a new bill was being issued.

Much to my surprise, the next bill I received (service period 10/12/2006 – 1/17/2007) listed the said erroneous bill amount of \$25.66 as a prior balance due. Furthermore, the current bill computed to an outrageous amount of \$34.86. The total due was thus listed as \$60.52.

Early in February 2007, I received an unsigned letter (dated 1-30-2007) from your Customer Service Department in Alton, Illinois. The letter attested to the fact that your serviceman had indeed obtained a meter reading on 12-19-2006. The letter further stated that the reading taken at that time was 538. The letter also stated that, during the serviceman's visit, there was no movement on the meter, indicating that there was not a water leak present at that time. Additionally, the letter urged me, in the event I had recently repaired a leak at the premises, to send in a copy of the contractor or hardware receipt for consideration of an adjustment.

I perceive this 1-30-2007 letter to be a "fishing expedition." I stated early on in this my letter that there were no water leaks at the premises, and I categorically and staunchly make the same assertion here and now. Consequently, I also assert that I have not recently repaired any leaks at the premises.

On 1-17-2007, I personally obtained an interior meter reading of 5389 0. On 1-30-2007, I obtained another interior meter reading of 5389 7.

3/31/07

Account Number 35-02157799

Page -3-

After receiving overdue notices and threats of discontinuance of water service, I decided to make another attempt to obtain justice. On 3-1-2007, I called Missouri American Water again and spoke with Debra at or about 1:30 P.M. She said the nine-day billing period of 10/3/2006 – 10/12/2006 showed water usage of 6,000 gallons. Debra further stated that the records showed water usage of 9,000 gallons for the next billing period of 10/12/2006 – 1/17/2007 (97 days).

I then angrily told Debra that the numbers she stated to me were outrageous and that LaDonna had informed me of prior erroneous meter readings and that a new corrected bill was going to be issued. Debra then said she would turn the account over to the Dispute Department, which, said she, is required to respond within thirty days.

On 3-7-2007, I called Missouri American Water in the early a.m. and spoke with Tenesia about my frustrations with what had transpired on my account. Tenesia verified that the account had been turned over to the Dispute Department and that they had since reported that the bill is correct. I then requested to speak with a supervisor. Tenesia said "okay – just a moment" as she put me on hold. After five minutes Tenesia came back on the line and said "just a moment and I'll connect you." After a couple of minutes, a recorded male voice came on the line and said "leave a name and number." I became irate and hung up.

I called right back to Missouri American Water. This time I spoke with one Rushell at or about 9:40 A.M. Rushell asked me to hold on while she located a "Technical Coordinator" to talk to me. She explained that a Technical Coordinator is equivalent to a supervisor.

At or about 9:45 A.M., Lakesha came on the line and informed me that she was a Technical Coordinator. After Lakesha and I discussed the circumstances at hand, she said that she would put a thirty-day hold on the account (no discontinuance of service) and turn it over to the Dispute Department, who would call me during said thirty-day period. To date, I have received no such call.

On 3-14-2007, I made a routine inspection of the subject premises (property is still vacant). Attached to the front storm door was a "High Bill Inspection Notice" (dated 3-9-2007) from Missouri American Water. The notice stated that the billed reading had been verified as correct and the notice instructed me to pay the current bill.

Now I keep the doors of the house locked, so I knew that the serviceman relied on the remote reading device for his determination of the meter reading. I then decided to correlate the interior meter reading with the reading displayed by the remote reading device mounted on the exterior wall of the house. Incidentally, all of my previous meter readings have been interior readings, taken directly from the face of the meter itself. It

3/31/07

Account Number 35-02157799

Page -4-

seemed strange to me that the interior reading was 5390 4 and the exterior reading was 8814. Is this normal or abnormal? Is there a conversion factor for going from the interior face of the meter to the exterior remote reading device?

It appears to me now that it would have been wise for me to record the meter reading prior to opening the account. (Hindsight is truly 20-20.). This action, I'm sure, would have cleared the hazy, smog-filled air surrounding this matter. I think it would behoove all users of metered public utilities to record their meter readings on a regular, monthly basis.

Sir, there is a burning question in my heart, namely: Where is the corrected bill promised to me by LaDonna? I pray that that you will weigh in on all the issues raised by this letter and that we can resolve this matter amicably. I have enclosed copies of the documents referenced in this letter.

I await your reply by return mail.

I bid you Godspeed. Fare ye well.

Yours very truly,

A handwritten signature in cursive script that reads "Reuben L. Crenshaw". The signature is written in black ink and is positioned above the printed name.

Reuben L. Crenshaw

A Member of Kiwanis International ('78)

Enclosures

09534
FDID *

MO
State *

MM DD YYYY
4 5 2006
Incident Date *

1
Station

06-0000239
Incident Number *

000
Exposure *

Complete
Narrative

Narrative:

04/07/2006 11:07:38 kcorbin

Move up company 3410 first arrived, reported smoke showing. A pre-connect was used to extinguish fire that was contained to kitchen.

Fire was contained to room of origin, but some smoke damage to other areas of residents. Conversation with occupant revealed that stove was being used to heat home. A pot of grease on top of stove noted. Some Walls and cabinets were removed during overhaul. Utilities were notified and services were turned off.

04/07/2006 11:08:50 kcorbin

On 04/05/2006 at 12:42:10 dispatched To 7904 Page AVE /St. Louis, MO 63133. The location is a 1 or 2 family dwelling. The incident was determined to be a(n) Building fire.

12:44:33 arrived on scene.

The following actions were performed on scene:

Extinguished by fire service personnel

Units responding were:

Unit 2114 responded.

Unit 2614 responded.

Unit 4710 responded.

Mutual aid received:

Richmond Heights Fire

University City Fire

Rock Hill Fire-EMS

Black Jack Fire Protection

Normandy Fire Protection

13:17:55 all units back in service.



Missouri American Water

High Bill Inspection

Address: 7901 Page

Date: 12-17-06

Associate #: 2715

We found no one home to perform the high bill inspection you requested. Please call our Customer Service Call Center at 1-866-430-0820 (Toll Free) to reschedule a time when someone will be present.

It has been determined that your meter was previously misread or inaccurately estimated. You will receive a corrected bill in approximately 2 weeks. Please disregard current bill.

During our inspection we found the following leaking and/or dripping:

Indoor

- Main floor _____ Bathroom faucet toilet shower/tub
- Kitchen faucet ice maker
- Downstairs _____ Bathroom faucet toilet shower/tub
- Upstairs _____ Bathroom faucet toilet shower/tub
- Misc. humidifier hose bib hot water heater
- (Other) _____

Outdoor

- Spigot (faucet) Front Back Side
- Service Line/ Meter Box Piping (see attached notice)
- Meter (or other Water Co. owned component) Outlet side
- Possible irrigation system leak (see attached notice)
- (Other) _____

Repaired Items

Appears repairs have been made to the following items: _____

- During our inspection we examined (timed) the meter for signs of movement for ____ minutes. At this time we cannot detect any usage through the meter. It is possible there is an intermittent, slight, or no leak at all.
- During our inspection we examined (timed) the meter for signs of movement for ____ minutes. The meter did show registration. This indicates you may have a leak, although we cannot find the cause of the registration. You may want to hire a plumbing contractor to further investigate a possible leak.
- We are unable to examine (time) your meter at this time. All water consuming fixtures must be shut off while performing the examination of the meter.

At this time the billed reading has been verified as correct. Please pay current bill. If you have any other information or questions, please call our Customer Service Call Center at 1-866-430-0820 (Toll Free).

(Other) read right no one inside PA.

Missouri-American Water cannot guarantee the results of a High Bill inspection. This inspection is intended to find evidence of leaks that would cause an excessive water bill. Some leaks are intermittent and may not become apparent during our investigation. We have many years of experience locating leaks, however you may want to also obtain the services of a licensed plumbing contractor to confirm or investigate for leaks. It is the responsibility of the customer to repair any portion of their service line (excluding the meter). The service line begins at the water main and runs into the building and connects to all your internal piping and fixtures. 4/02



Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

AMW003 P0B7ED 00000874

01/30/2007

Crenshaw, Reuben L
6910 Winchester
Saint Louis MO 63121

Account Number: 35-0215779-9
Premise Number: 350176951
7904 Page Ave

Dear Mr Crenshaw:

As you requested, we visited your property on Tuesday, December 19, 2006, and read your water meter. The reading taken was 538.

During our visit, there was no movement on the meter, which indicates there is not a water leak present at this time. If you have recently repaired a leak, please send in a copy of the contractor or hardware receipt for consideration of an adjustment.

Adjustment requests and receipts may be mailed to the address at the top of this letter. Should you have any questions or concerns, please contact our 24-hour Customer Service Center at 1-866-430-0820.

Sincerely,

Customer Service



Missouri American Water

FOUND ON DOOR 3/14/2007

High Bill Inspection

Address: 7904 Page

Date: 3-1-07

Associate #: 2715

[] We found no one home to perform the high bill inspection you requested. Please call our Customer Service Call Center at 1-866-430-0820 (Toll Free) to reschedule a time when someone will be present.

[] It has been determined that your meter was previously misread or inaccurately estimated. You will receive a corrected bill in approximately 2 weeks. Please disregard current bill.

During our inspection we found the following leaking and/or dripping:

Indoor

- Main floor Bathroom faucet toilet shower/tub
Kitchen faucet ice maker
Downstairs Bathroom faucet toilet shower/tub
Upstairs Bathroom faucet toilet shower/tub
Misc. humidifier hose bib hot water heater
(Other)

Outdoor

- Spigot (faucet) Front Back Side
Service Line/Meter Box Piping (see attached notice)
Meter (or other Water Co. owned component) Outlet side
Possible irrigation system leak (see attached notice)
(Other)

Repaired Items

[] Appears repairs have been made to the following items:

- [] During our inspection we examined (timed) the meter for signs of movement for minutes. At this time we cannot detect any usage through the meter. It is possible there is an intermittent, slight, or no leak at all.
[] During our inspection we examined (timed) the meter for signs of movement for minutes. The meter did show registration. This indicates you may have a leak, although we cannot find the cause of the registration. You may want to hire a plumbing contractor to further investigate a possible leak.
[] We are unable to examine (time) your meter at this time. All water consuming fixtures must be shut off while performing the examination of the meter.

[x] At this time the billed reading has been verified as correct. Please pay current bill. If you have any other information or questions, please call our Customer Service Call Center at 1-866-430-0820 (Toll Free).

[x] (Other) read on light

Missouri-American Water cannot guarantee the results of a High Bill inspection. This inspection is intended to find evidence of leaks that would cause an excessive water bill. Some leaks are intermittent and may not become apparent during our investigation. We have many years of experience locating leaks, however you may want to also obtain the services of a licensed plumbing contractor to confirm or investigate for leaks. It is the responsibility of the customer to repair any portion of their service line (excluding the meter). The service line begins at the water main and runs into the building and connects to all your internal piping and fixtures. 1/07

April 6, 2007

REC'D 4/11/2007



American
Water

Mr. Reuben L. Crenshaw
R & L Realty Co Realtors
6910 Winchester
St. Louis, MO 63121

RE: Water Account #35-0215779-9 – Billed Usage Explanation and Credit Given

Dear Mr. Crenshaw:

Thank you for your March 31, 2007 letter to Terry Gloriod, President of Central Region. We understand that American Water did not live up to your expectations in responding to your issues in a timely manner. Please accept our sincere apology for any inconvenience you experienced and for the delay in reaching a resolution.

Due to the Privacy Act, American Water can only provide you with information pertaining to those water accounts listed under your name. Unfortunately, we cannot disclose any water records listed under your tenant's name without their written approval and consent. According to our records, your service was activated on October 3, 2006 with an actual inside read of R-0518. Comments on the service order stated, "Read only, found off, left on, R-0518."

During our telephone conversation on 4/05/07, you requested a meter change and testing of the old meter, number 0073385841. You also expressed to me that you wanted to witness this test. Please be advised that Mr. LaMarr White, our Missouri Network Operations Supervisor, will call you directly in the near future to schedule an appointment to witness this test. Testing is done on Thursday's and Mr. White's direct telephone number is 314-996-2474.

We also discussed the reads for your billed October and January periods, which are considered to be accurate. As you indicated in your letter, two service orders were sent to verify the accuracy of your bills. One sent on December 19, 2006 read R-0538; and on March 9, 2007 read R-0539.

You stated in your letter that on March 14 you read your inside meter as R-0539.04, and the outside remote as R-8814. Your inside read is inline with our March 9 service order reading we obtained and is also inline with the bills that were charged to you. However, the outside remote read you gave us does not match any of our recorded reads.

The following information listed below is a breakdown of your billed consumption in one hundred cubic feet (ccf) from your start date through the last bill date:

	<u>Days</u>	<u>Read Type</u>	<u>Reading</u>	<u>Usage</u>
	97	1/17/07 A	538.00	12.00
	<u>9</u>	10/12/06 A	526.00	<u>8.00</u>
Total Days:	106 days			20.00 CCF

Start date: 10/03/06 S R-0518.00

- October was billed 800 (ccf) in 9 days, which calculates to a daily average of .89 (ccf) or 8000 (ccf) a quarter.

- January was billed 1200 (ccf) in 97 days, which calculates to a daily average of .12 (ccf) or 1100 (ccf) a quarter.
- From the last bill date 1/17/07 R-538 and the service order on 3/9/07 R-539 a total of 100 (ccf) was used in 51 days, which calculates to a daily average of .02 ccf or 200 (ccf) a quarter.

NOTE: A total of 2000 cubic feet (ccf) was used in 106 days, which calculates to a daily average of .19 (ccf) or 1700 cubic feet (ccf) a quarter. Based on the evaluation given above regarding this account, your daily and quarterly usage has dropped significantly from October 2006 through March 2007.

Since neither you nor Missouri American could determine the reason for this unexplained higher usage, a one-time courtesy credit was given toward October and January bills. A total credit of \$23.90 was approved and calculated by charging the full consumption at a reduced rate of \$.33 per unit. A revised water bill for the balance of \$36.62 will be mailed to you soon.

As discussed earlier, we recommend that you keep the inside stop and waste valve off when this premise is vacant. Please be aware that the customer is responsible to maintain their premise free from internal and external leaks. In the event of leaks or unexplainable usage, American Water may offer a courtesy credit. Any credits given to the customers account are a courtesy and our billing department may ask for documentation of repairs before issuing further credits to this account.

American Water is sensitive to the feelings of our customers, and customer satisfaction is one of American Water's core values. We strive to provide the best possible level of service to our customers. When someone is unhappy with their experience with American Water it is of prime importance to us. We value customer feedback, take the opportunity to learn from it and to improve our performance going forward.

Thank you for bringing this issue to our attention and giving us an opportunity to resolve the issue and improve our relationship with you. If you have any further questions or concerns, please contact me at 866-957-2886, extension 4613.

Sincerely,



Theresa J. Duba
Sr. Customer Care Specialist
American Water - Alton Call Center
1410 Discovery Parkway Alton, IL 62002
T: (618) 433- 4613
F: (618) 433- 4664
E: theresa.duba@amwater.com

CC: Terry L. Gloriod, Regional President of Central Region
Glenn Milton, Vice President Customer Service, Alton Call Center, Illinois

December 29, 2007

6910 Winchester Drive
St. Louis, MO 63121

Terry L. Gloriod
President of Central Region
Missouri American Water Company
727 Craig Road
St. Louis, MO 63141

RE: Premises at 6910 Winchester
Northwoods, MO 63121
Account No. 35-0688455-4

RE: Premises at 7904 Page
Vinita Terrace, MO 63133
Account No. 35-0215779-9

Greetings:

This letter is prompted primarily by my receipt of an "Overdue Notice" and a "Service Discontinuance Notice" from Missouri American Water regarding the water service at my residence on Winchester. Copies of said notices are enclosed. The notices gave no reference to the billing period in question. I received the Service Discontinuance Notice on 11/29/2007. The Overdue Notice was received a few days earlier. Both notices showed a balance due of \$94.84.

When I received the first notice, I checked my records and saw that I had paid the last bill that I had received, which was for the billing period 4/18/2007 – 7/18/2007. The bill amount was \$34.58 and covered 91 days of water usage. My check for \$34.58 was mailed on 9/30/2007. I therefore assumed the issuance of the Overdue Notice to be an error which the "system" would automatically correct.

When I received the Service Discontinuance Notice, I became enraged and decided that I needed to call Missouri American Water and set the record straight. On 11/30/2007 I called Missouri American Water at 1-866-430-0820 and spoke with "Andria" at or about 2:56 p.m. Andria verified receipt of the aforesaid \$34.58 payment on 10/3/2007. I told Andria that I had not received a bill for the next billing period and I presumed that said bill would shed light on the astronomical amount of \$94.84 shown on the two notices.

December 29, 2007
6910 Winchester Drive
St. Louis, MO 63121
Page -2-

Andria then checked her records and told me that the said bill had been mailed to me and that the bill was dated 10/18/2007. I insisted that I had not received such a bill, whereupon Andria mockingly told me that I needed to check with my local post office, for the bill was evidently "lost in the mail." I snapped back that, hereto before I had not experienced trouble with mail reception.

I then asked Andria to check her records for an explanation of the \$94.84 that was alleged to be due. She checked the records and then told me that there was a water usage charge of \$34.58 for the billing period of 7/18/2007 – 10/15/2007 (exactly the same charge as for the prior billing period that I had just paid on 9/30/2007). Andria told me further that on 8/27/2007 an amount of \$60.26 had been transferred to my residence account from another address (hence the total of \$94.84). I then asked her what the other address was. She then told me that the other address was not shown on her computer screen and then asked me for the other address. I sensed that Andria was "playing games with me," so I told her that she could not make me believe that the other address was not stored in her system. I therefore strongly and firmly insisted that she pull up the other address and reveal it to me. Andria then angrily put me on hold and later came back on the line with the address of 7904 Page and the corresponding separate account number of 35-215779-9.

Furthermore, I told Andria that it was exceedingly unusual and statistically unlikely for the water usage to be exactly the same for two different billing periods.

These anomalies of the "lost" bill and the two identical water usage amounts have certainly reinforced my suspicions (dating back to the fall of 2006) that Missouri American Water is carrying on some "hanky panky" regarding my water service accounts.

I then told Andria that, had I seen that "lost" bill, I would have "hit the ceiling" and that Missouri American Water would have heard from me promptly upon receipt of said bill. I also told Andria that the property on Page was rental property and that there was an ongoing dispute over charges for water usage there during rehabbing in the fall of 2006.

I told Andria further that I had been in Chapter 13 Bankruptcy since this past August and requested that she mail me a duplicate of the "lost" bill and FAX the same to my Bankruptcy Attorney, Rochelle D. Stanton, whose FAX number is 314-991-1183 and whose telephone number is 314-991-1559. Andria then agreed to comply with my request immediately.

December 29, 2007
6910 Winchester Drive
St. Louis, MO 63121
Page -3-

I now state to you that I am in receipt of a letter (dated 4/6/2007) from Theresa J. Duba of your Alton, Illinois facility. This letter was in response to my 3/31/2007 letter to you and my telephone conversation with Ms. Duba on 4/5/2007.

First, let me say that the 7904 Page exterior meter reading by me referenced in my 3/31/2007 letter should be disregarded. It was pointed out to me by your serviceman (who changed the meter) that I had erroneously read the Laclede Gas exterior meter reading device. I pointed out to him an emblem (insignia) on the device that resembled that of the water company. He understood why I made the error and showed me the water company's faceless remote reader.

In her letter, Ms. Duba craftily skirted around critical issues raised in my 3/31/2007 letter to you and in my conversation with her. During our conversation, Ms. Duba told me that the previous tenant's service was discontinued on 5/9/2006 due to non-payment. I then asked her what the meter reading was at the time of discontinuance of service. Ms. Duba then hesitated and began to "hem and haw" and finally put me on hold. After a few minutes she came back on the line and told me that a final reading of 515 was taken on 5/31/2006. I then said "aha, that meter is most surely defective, for it registered water usage of three units from the time of shut-off until my account was opened on 10/3/2006 with an initial reading of 518."

Again, Ms. Duba hesitated and put me on hold again. When she returned, she surprised me by announcing that the final meter reading on 5/31/2006 was actually an Official Office Estimate. I remarked that I thought it was unlawful to issue a final bill based on an estimate. She thundered back that this practice was not unlawful. I then asked her if M.A.W.'s meter readers ever make mistakes. She answered "yes, for they are human."

Ms. Duba then stated that the 5/31/2006 reading indicated that the previous tenant owed for three units of water usage. She then angrily asked me this strange question: "Do you want me to bill the previous tenant for the three units?" I replied that it was none of my business, detecting sarcasm in the tenor of her speech.

I again suggested that the existing meter was defective. Ms. Duba agreed to have the meter changed and to allow me to witness testing of the existing meter after removal. I decided later that the testing scenario would be a "setup" that would be slanted against me. I therefore decided not to follow through on the testing procedure. Actually, in all fairness, the testing should be performed by a separate and neutral qualified entity.

December 29, 2007
6910 Winchester Drive
St. Louis, MO 63121
Page -4-

Early on in my conversation with Ms. Duba, she told me that she had talked to you, and that you had authorized a one-time courtesy credit of \$23.92 to my account for unexplained water usage. Therefore, she said, I would receive a new bill for \$36.62. Ms. Duba corroborated this disclosure in her 4/6/2007 letter to me, and on 4/10/2007 I received said corrected bill. However, this bill does not show a billing period. Presumably, the billing period in question is 10/3/2006 – 1/17/2007.

The next bill that I received was for the period 1/17/2007 – 4/17/2007 (90 days). This bill shows a balance due of \$53.34 (which includes the aforesaid \$36.62 shown now as a previous balance due). Deducting the \$36.62 prior balance from the 53.34 total amount due, the usage charge for said period computes to the amount of \$16.72.

Now I do not know how M.A.W. “came up” with the infamous courtesy credit of \$23.90. However, I take issue with the same and with the latest charge of \$16.72 (alleged water usage of 750 gallons). I ask you to take note of the following:

1. The contract for the rehab job was signed on 9/29/2006.
2. The old bathroom commode was removed about a week prior to the new tub and shower assembly being picked up from Home Depot on 10/24/2006.
3. The new commode was installed about mid-January 2007.
4. The final payment for the project was tendered 1/25/2007.
5. Prior to the signing of the contract, the dear contractor had given me a verbal estimate of 23 working days to complete the job. However, he worked at the premises on an intermittent basis and confessed to me that he had other jobs that he had to keep going. I understand, for he is a small-time contractor and has a one-man operation.
6. The property remained vacant until I leased the premises on 4/28/2007.

The final bill (15 days) indicates 0 water usage, yet carries a charge of \$6.92, which when added to the \$53.34 prior balance produces the \$60.26 that was added to my home account. Please explain.

In her letter, Ms. Duba made reference to two service orders from M.A.W. that were sent to “verify the accuracy of your bills.” She stated that these readings, taken on 12/19/2006 and 3/9/2007, were found respectively to be 538 and 539. The 1/30/2007 letter to me from M.A.W. informed me of the 538 reading, but the “High Bill Inspection Notices” (dated 12/19/2006 and 3/9/2007) that I found on the front door of the house do not show meter readings. These notices merely state that “the billed reading has been verified as correct.” The bill for the period 1/17/2007 – 4/17/2007 shows a “Present-actual” meter reading of 539, which reading was presumably taken on 4/17/2007.

December 29, 2007
6910 Winchester Drive
St. Louis, MO 63121
Page -5-

Even with the "courtesy credit" offered by M.A.W., I still feel that I have been charged far too much for the extremely limited water usage at 7904 Page. This offensive charge for water usage at 7904 Page is comparable to the charges at my residence. How can this be? This is outrageous indeed.

All of the foregoing leaves a "cloud of suspicion" hovering over my account at 7904 Page. Is M.A.W. holding me responsible for what the previous tenant owes? I have been patiently waiting for M.A.W. to step forward, acknowledge its errors, and make amends for the same. Now, since M.A.W. has resorted to malicious tactics, I have decided to turn the matter over to the Missouri Public Service Commission for its consideration and ruling. I know that the amount of money involved in this matter is not all that great, but I am fighting for honor and principle. To borrow a line from Shakespeare, I assert, as I close, that this entire ordeal of M.A.W.'s billing and communications regarding the matter at hand has been a 'Comedy of Errors.'

I bid you Godspeed. Fare ye well.

Yours very truly,



Reuben L. Crenshaw
A Member of Kiwanis International ('78)

Enclosures

Cc: Rochelle D. Stanton, Attorney At Law
Missouri Public Service Commission
Theresa J. Duba, Missouri American Water
Glenn Milton, Missouri American Water