

Kerr, Carolyn

From: Harris, Andrew
Sent: Wednesday, April 20, 2022 9:03 AM
To: Kerr, Carolyn
Subject: FW: Water Disbursement Inquiry
Attachments: Screenshot_20210329-220320_Samsung Internet.jpg; Screenshot_20210329-220151_Samsung Internet.jpg; Screenshot_20210329-220250_Samsung Internet.jpg; Screenshot_20210329-180324_Drive.jpg; Screenshot_20210329-152031_Drive.jpg; Resized_20210329_172127.jpg

From: Harris, Andrew
Sent: Tuesday, April 20, 2021 7:57 AM
To: Johnson, Mark <Mark.Johnson@psc.mo.gov>
Subject: FW: Water Disbursement Inquiry

Customer sent these screen shots and among them is some sort of electronic bill summary but not the billing detail we are looking for from the company. Customer acknowledges that the \$300+ amount includes more than one month and that there is a leak somewhere.

From: [REDACTED]
Sent: Tuesday, April 6, 2021 1:58 PM
To: Harris, Andrew <Andrew.Harris@psc.mo.gov>
Subject: Water Disbursement Inquiry

Thank you for your time today. These are the documents I had available. If there is progress with the situation I would love to hear back. Enjoy your day!

From: [Busch, Jim](#)
Sent: Tuesday, April 6, 2021 1:51 PM
To: [Harris, Andrew](#)
Subject: RE: I-70 Mobile City Inc. Bates City

She did not talk to a Commissioner.

Chances are, they are probably operating legally, but we need to understand the entire billing situation.

From: Harris, Andrew <Andrew.Harris@psc.mo.gov>
Sent: Tuesday, April 06, 2021 1:14 PM
To: Busch, Jim <jim.busch@psc.mo.gov>
Subject: RE: I-70 Mobile City Inc. Bates City

Update – Just got off phone with [REDACTED]. Asked if she can email a copy of tenant agreement section regarding water billing and a copy of any water bill. She says spoke with a “Commissioner” a week ago and was told there isn’t anything we can do there. But she didn’t recall a Commissioner name.

Says her water bill averages \$120/month (water only, wow) and she is \$400 behind; claims being evicted. But also said water and sewer is part of lot rent. We’ll see.

From MHP website and DNR system info, MHP purchases water from Lafayette County PWSD and submeters the customers.

From: Busch, Jim <jim.busch@psc.mo.gov>
Sent: Tuesday, April 6, 2021 7:46 AM
To: Harris, Andrew <Andrew.Harris@psc.mo.gov>
Subject: RE: I-70 Mobile City Inc. Bates City

Thanks.

From: Harris, Andrew <Andrew.Harris@psc.mo.gov>
Sent: Tuesday, April 06, 2021 7:29 AM
To: Busch, Jim <jim.busch@psc.mo.gov>
Subject: RE: I-70 Mobile City Inc. Bates City

Will check it out.

From: Busch, Jim <jim.busch@psc.mo.gov>
Sent: Monday, April 5, 2021 4:48 PM
To: Harris, Andrew <Andrew.Harris@psc.mo.gov>
Subject: FW: I-70 Mobile City Inc. Bates City

Andy,

I need you to check into this situation and help determine if we need to investigate as to whether or not someone is illegally charging for service.