

Karen Smith  
8930 Harrison

January:

- First part of January, I received a letter dated Dec. 31 from the Water Company (Jennifer Meyer) informing me that they would be replacing the water pipe on Harrison. There would be interruptions but the neighborhood would be restored.
- I had recently replaced my driveway and didn't want to see it damaged. I emailed Jennifer Meyer pictures of my driveway.

Monday - Feb. 4:

- I received a call at work at ~4:00 pm from Laclede Gas informing me that the water company had broken the gas line to my house at ~1:30 pm.
- The gas company needed to get into my house to repair the gas line.
- Gas had been shut off to my house.
- I left work immediately and came home to find multiple back hoes and trucks at my house. One was in my yard on my property.
- Gas company arrived at ~2:00 pm and said it was an emergent situation which was the reason why I was not informed of the issue until over 2 hours after the break had occurred. I was also informed by the gas company that they were only required to call my home phone (which was not effective as I was at work) and leave a notice of the issue on my door. They went out of their way to get my work number from a neighbor and contact me; but they are not required to do so. The water company never called me.

It took 2 gas crews to repair.

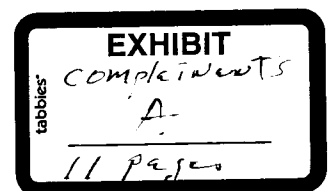
One installed the new line:

- This crew was nice, but tracked dirt into my house.
- I had a meeting at 7:00 pm and was told by the first crew that when they finished, I should go to the meeting. They would have the second crew call me when they were 20 minutes away from my house and I could come home then and meet the crew. The first crew completed work at ~6:45 pm.

Second crew hooked the new line up to my house:

- Before I left my house to go to the meeting, the second crew called me at ~6:50 pm to tell me he was 2.5 miles from my house. I waited 20 minutes before calling his cell phone.
- He told me that he was now at Brentwood and Litzinger which is less than 1 minute from my house. I waited another 10 minutes and then left to go to my meeting which was at Brentwood City Hall at Brentwood and Litzinger at 7:40 pm.
- I stayed at the meeting until 8:00 pm. When I arrived home there was a tag on my door informing me the second crew had been to my house. When I tried to reach him on his cell phone again he did not answer.
- I called the number on the tag and was told that I would be placed back in the queue for the next available crew.
- Second crew arrived at ~8:45 pm. and we're very nice and efficient. They completed work at ~9:30 pm and turned my gas back on.

They tracked significant amounts of dirt into my house. I cleaned my house from 9:30 pm - 10:30 pm



The gas company installed a smaller gas line. I called Mike Shillato at Laclede Gas on Feb 5<sup>th</sup> to confirm that my gas service would not be impacted by the smaller line. I was informed that the second gas line could support my current gas appliances (furnace and hot water tank) as well as any additional appliances I may add in the future including a gas grill, stove/oven, gas dryer and gas fire place. I asked for confirmation in writing which I received in a letter dated Feb. 19<sup>th</sup>.

Tuesday - Feb. 5:

- When faucets are turned on, significant air in pipes that took several minutes to clear (tub, sink, toilet).
- I have no water pressure. Only a small stream would come out of the faucet in the tub and sinks.
- The drinking water was cloudy.
- Also sand and grit came out of the faucets in the bath tub.
- Called and reported issues to Jennifer Meyer at the water company.
- There were several phone calls between Feb. 5<sup>th</sup> and 7<sup>th</sup> to try to figure out what had happened. Water company claimed water had not been turned off despite air in water pipes. They denied breaking the water pipes and had no explanation for the lost pressure or cloudy water or sand.
- I was told that I would be hooked up to the new water line on Friday, Feb 8<sup>th</sup> and that the problems should be corrected then. Between Feb. 5<sup>th</sup> and Feb 8<sup>th</sup> had little to no pressure (for showers, toilet, dishwasher, wash machine) or drinking water.

Friday - Feb 8:

- Jennifer Meyer informed me the new line was installed. I asked for a contact for over the weekend incase the problems persisted.
  - Jennifer Meyers gave me Tom Masters at 996-2432. When I called Tom to verify he gave me:
  - Lamar White at 996-2474. When I called Lamar to verify he gave me:
  - David Treese at 996-2405. When I called David to verify he gave me:
  - Dan Stewart at 996-2459. When I call Dan to verify he gave me:
  - Martin Robison at 989-0152. When I called Martin to verify he gave me:
  - Stan Hanock at 989-0152. When I called Stan to verify, I went to a voice mail for someone other than Stan.
  - I called Jennifer back and asked if she could find the appropriate number.
- Jennifer asked if I could leave work early to go home and test my water. The crew was onsite and they could address my concerns. I left work early.
- When I arrived home, I still had no water pressure and had cloudy water and sand in water. I was informed by the Water Company's onsite plumber that it was not a pressure problem but a volume problem. Also, I was told that sand is really calcium particles.
- Plumber flushed the line and cleaned filter on water meter.
- Pressure/volume was corrected. Cloudy water and sand in water appeared to be corrected.

Saturday - Feb 9:

- Used tub/shower....significantly more sand and now there are oil pellets that stain the tub. Also tub faucet leaked and so did a pipe in the basement. Despite turning water off in tub, a steady stream of water continued.

- Tub is newly glazed and oil pellets stained the tub and were difficult to remove as harsh chemicals cannot be used. After each use of shower/tub, spent 15 – 20 minutes scrubbing to get all of the oil off.

Monday – Feb 11:

- Called Jennifer Meyers to report persistent problems.

Tuesday – Feb 12:

- Jennifer called me back.
- I asked for explanation as to what had happened and why I am having all of these issues and why the water company couldn't get them corrected. Clearly something happened on Feb. 4<sup>th</sup> and the water was turned off. She had no explanation.
- Later in the day, she called me back and told me the water company "nicked" my line and it loosened some calcium. She arranged to have someone meet me at my house on Tuesday – Feb 13 at 3:30. I thought I was told it would be the district manager and that the crews would still be onsite at 3:30 and he would be able to talk to the crews to determine what had happened. They would also be able to correct my issues.
- I arrive home at 3:30 pm. There were no crews on my street.
- At 4:00 pm I called Jennifer Meyer. She apologized and told me the person would be at my house at 4:30 pm.
- A service man finally came at 4:30 pm...no district manager.
- The service man/plumber witnessed the sand in tub as well as the oil pellets and staining in my tub.
- Service man/plumber replaced the water meter and flushed the lines. He informed me the first plumber did not do it right.
- He also gave me Karen Fueglein's number to report my issues and to determine process for fixing leaky faucets.
- Also, while waiting for service man/plumber, spent 1 ½ hours getting mud and rocks off of my yard that the water company/gas company did not clean up.

Wednesday – Feb 13:

- Called Jennifer Meyer to get explanation of what had happened on Feb. 4<sup>th</sup> and to understand timeline for completion of the project.
- Called Karen Fueglein's to arrange to have a plumber fix the leaky faucets.
- Karen referred me to Dan Wamhoff at Travelers insurance.

Thursday – Feb 14:

- Jennifer left voicemail and informed me the replacement of water line and hook up will be completed on Friday Feb 15. She also explained that the water company will bid out restoration work and once a bid is awarded they will have 30 days to complete the work and return our yards/street to "whole".

Friday – Feb 15:

- Call from Jennifer Meyer informing me that a district manager was never supposed to come to my house on Feb 12<sup>th</sup>.
- Call from Dan Wemhoff. I explained my understanding of what had happened. I emailed him my written notes. I also asked if the plumbers that had been in my house were licensed plumbers.

Monday – Feb 18:

- Hempel plumbing came to my house and repaired the leaky faucets and replaced washers. Additional sand and oil were in the faucet mechanisms causing the faucets not to be able to turn off.
- He also informed me that my hot water heater most likely has additional sand and calcium in it.
- The leaks persisted (but not as bad). I make arrangements for Hempel to come back to do repairs.

Friday – March 1:

- I contacted Travelers via email (Dan Wemhoff) to obtain a status update; copied Karen Fueglein at the Water Company.
- Dan called to inform me that the Water Company is not responsible for any of the issues or problems that I have had. Since the problems are in the pipes coming into my house and in the pipes in my house, it is an internal problem and they are not responsible.
- Dan also told me that the plumbers that had been in my house were licensed plumbers.
- I asked for confirmation in writing which I received in a letter dated March 1<sup>st</sup>.
- I called Karen Fueglein and informed her that I disagreed with Travelers and the Water Company's position. Although the problems were in my pipes and in my house, they were the direct action of their work. Prior to Feb 4<sup>th</sup> I did not have any of these problems. It was not until after the Water Company "nicked" (I feel the Water Company did a lot more than "nick" – more like "broke") the pipe. Furthermore, they (and the gas company as a result of the water company) were on my property beyond the side walk and easement (not authorized) to do their work and hence should be responsible for these damages.
- Karen informed me that the problem was caused in hooking my pipe up to the Water Company's new line/pipe and that the Water Company didn't do this work. They subcontracted the work to Kokesch Plumbing. I informed Karen that I felt that I was getting the "run around" and had not heard of KoKesh Plumbing. Since this was the Water Company's project weren't they still accountable and shouldn't they be responsible for following up with Kokesch Plumbing.
- Karen told me I would need to discuss further with Larry or Joe at Kokesch Plumbing (she would provide no last names). The first number she gave me (636-392-1444) was a fax number. She later gave me 314-486-0210 or 314-486-0197.
- I called Joe at KoKesh – he could not find a ticket order that showed their crew had been on my street. Furthermore, he said the Water Company usually does not direct complaints to them. He offered to follow up with the Water Company.
- I also asked Karen Fueglein for the name of the individual that would oversee the restoration of the yards. Since I had had a lot of heavy equipment on my yard, I wanted to know if they would be aerating the soil and restoring property beyond the sidewalk and easement. I had had my yard aerated in the fall of 2012. Karen would not give me a name, but told me she would ask the individual to call me.
- A person by the name of Vernin Johnson left a message on my phone regarding yard restoration. I do not know if this person work for the water company or is a subcontractor.

March 5<sup>th</sup> – 15<sup>th</sup>:

- Left 3-4 messages with Vernin Johnson. He never called me back.
- March 15<sup>th</sup> I contacted Karen Fueglein who informed me that Vernin Johnson is most likely in training. I ask if he had a supervisor. She would not provide one.

- March 13<sup>th</sup> I contact Joe at KoKesh. He told me he talked to several people at the Water Company including Jennifer Meyer. He would follow up.

March 27<sup>th</sup>:

- Message left with Jennifer Meyer (water company). Call not returned.
- Message left with Vernin Johnson (water company). Call not returned.
- Called KoKesh Plumbing and talked to Joe. He confirmed that he went back through his records and his plumbers were not on Harrison on Feb. 4<sup>th</sup>. He had talked to Jennifer Meyer and she was supposed to call me.
- Message left with Jennifer Meyer. Call not returned.

Other:

- One other address on Harrison (8931) had issues with leaking from pipes. They reported it to the Water Company. They had their handy man repair them.
- Week of March 11<sup>th</sup> I receive a water bill for \$51.
- There is a gas line break on line going into neighbors (you can periodically smell the gas). Gas company came out and confirmed on March 21<sup>st</sup>. It is a small leak. I am unsure if this break was caused by the incident on Feb. 4<sup>th</sup>.

Evidence of Water company on my property with their materials/equipment outside of the easement/sidewalk area. Picture taken before the Feb. 4<sup>th</sup> accident. Although I do not have a picture of all of the equipment that was on my property on Feb. 4<sup>th</sup>, this does demonstrate that they do come up onto property owners yards to do their work.



Picture after the Feb 4<sup>th</sup> event: Shows evidence of additional digging up into my yard after gas and water company left following the Feb. 4<sup>th</sup> event. On Feb 12<sup>th</sup> spent 1 ½ hours shoveling dirt off of my yard back into the easement/sidewalk area (i.e., I didn't want excess dirt sitting in my yard ontop of grass causing additional damage).

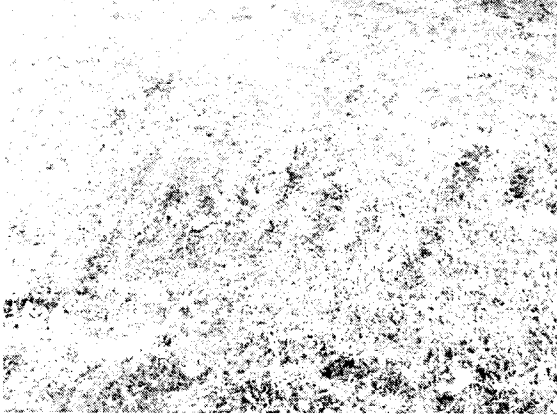
Example of dirt piled in yard.



Same area after I cleaned off excess dirt/rocks.

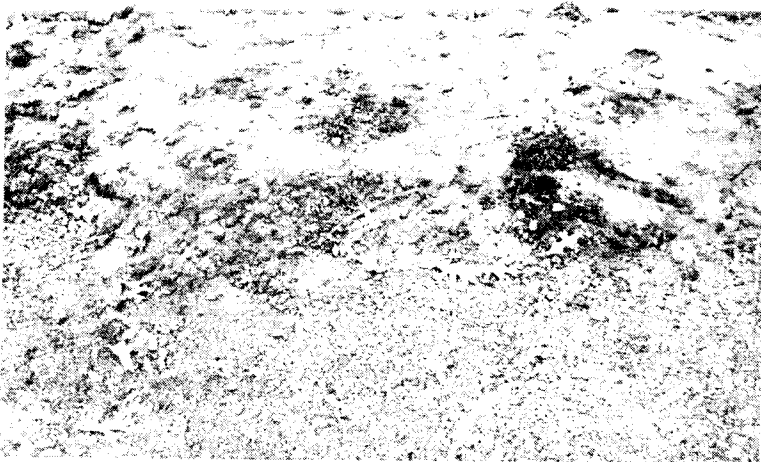


Evidence of additional damage to yard – marks from shovel of back hoe. I have not received confirmation as to whether this will be repaired as it is outside the sidewalk/easement area – these marks are on my property....but not far from the sidewalk.





Current street as of March 28<sup>th</sup>. Water company is supposed to repair and make our street whole (replace sidewalks and easements). Despite repeated calls to the water company, I have not received a call back regarding when property will be restored. Jennifer Meyer informed me on Feb. 14<sup>th</sup> that the water company bids the work out. Once they select a contractor, the contractor has 30 days to complete the work. No update on time estimate has been provided and no update on scope of restoration has been provided. At this point I do not know if there is additional work that I will be responsible for at my own expense since the damage is well into my yard and the water company has already denied responsibility for other issues that have occurred as a result of the Feb. 4<sup>th</sup> incident.



Sand and calcium and oil like substance in tub. The floor of the tub was coated with sand and calcium and oil pellets after bath and showers. The pictures below show samples when you wiped tub floor with tissue for Sat. Feb 9<sup>th</sup> through Tues. Feb. 12<sup>th</sup>. It was an ongoing problem.

Water company came on Tues. Feb 9<sup>th</sup> and flushed lines and replaced meter. Problem continued, but to a lesser degree. I had a plumber come on Mon., Feb. 18<sup>th</sup> to fix leaky faucet and flush line again. Problem with sand/calcium/oil were corrected

Sat. Feb 9<sup>th</sup>:



Sun. Feb. 10<sup>th</sup>:



Mon. Feb. 11<sup>th</sup>:



Tues. Feb. 12<sup>th</sup>:

