

Exhibit 4

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Derald Morgan,)
)
 Complainant,)
 v.) File No. WC-2021-0223
)
 Carl R. Mills Water Service d/b/a Carl)
 Richard Mills,)
)
 Respondent)

NOTICE OF COMPLAINT AND ORDER DIRECTING RESPONDENT TO FILE ANSWER AND RESPONSE

On January 13, 2021, Derald Morgan filed a formal complaint against Carl R. Mills Water service d/b/a Carl Richard Mills, a public utility regulated by the commission.

Requested Answers and Responses:

Response #1:

Home owners who are the water customers of Carl R. Mills water service were present on December 12, 2019 at 1 PM. This was the homeowners association (HOA) meeting where the customers were informed of the Certificate of Convenience and Necessity and the water tariff issued by the Commission effective 12/18/2019. All customers attended the meeting including Mr. Karl Finkenbinder (attorney for the intervenors). See Exhibit 1. Email to Mark Johnson 12-13-2019 with proposed HOA budget.

Response #2:

The contract with Ozark Clean Water company was terminated on May 20, 2019. After receiving the Certificate of Convenience and Necessity on November 8, 2019, this information was sent to the Public Service Commission and PSC auditor Debbie Bernsen on November 18, 2019, prior to the effective date of the tariff on December 18, 2019. See Exhibit 2. Email to PSC with Daniels Environmental Services agreement dated 10-25-2019.

Response #3:

Mr. Carl R. Mills and Mr. David Casaletto (president of Ozarks Clean Water) met together and discussed the issues with Ozark Clean Water service. They ended the contract in good faith on May 20, 2019. All the payments were completed without any unresolved issues. The termination of the contract was informed to the Commission prior to the effective order of the tariff. Order paragraph 7, and Exhibit 3 provided by Mr. D. Morgan, is for service of both the water and sewer systems. The total check to Ozarks for \$1,214.73 is the final negotiated amount per the meeting of Mr. Mills and Mr. Casaletto. Also please see the note on the invoice indicating that although the invoice was initially paid from HOA funds, Mr. Mills reimbursed all the water and all but \$170 of the sewer costs to the HOA. See Exhibit 3. Ozarks Env Svcs invoice #4770 4-30-2019.

Response #4:

The flat rate was recommended by the Public Service Commission. All requested information was presented to the Commission prior to the effective date of the Tariff. Therefore, Order paragraphs #5,6,8,9,10&11 are not true and accurate.

Response #5:

Responses to Order paragraph #13 have been presented in the above documentation. These are inaccurate statements.

Response #6:

Regarding Order paragraphs #14, 16 & 17, there are volumetric usage data compiled by Daniel Environmental services from December 2019 to the present. The well house water meter usage is available. Due to the flat rate per the tariff, individual meter readings were not recorded.

The water expenses for 2018 and 2019 were reimbursed to the HOA since there was a misinterpretation by the intervenors that Mr. Mills was charging for water for profit. In fact, the HOA was only attempting to recover actual costs to manage the utilities of the subdivision through assessments per the HOA documents. This had been the practice prior to the order of the water Tariff effective on December 18, 2019.

The Carl R. Mills water service requests the Commission to dismiss these complaints, and grant the same rate of \$289.68 per quarter as stipulated in the initial tariff.

Respectfully submitted,

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