
From: Tony Taylor [<mailto:tony-giffordhomes@bigrivertel.net>]
Sent: Thursday, September 14, 2017 4:25 PM
To: Smith, Justin
Cc: info@mmha.net
Subject: Commission Case # MX-2016-0317

Justin

We at Gifford Homes want to state our opposition to the proposed Rule changes in the Commission case no.MX-2016-0317.

The PSC has stated that you have worked with the Retailer's by holding a workshop. I attended the Feb 2016 meeting and I find very little of what we discussed, in your rule changes. These proposed fees" fines" will cost the consumer. If they cost the retailer they will cost the consumer. I know the PSC wants to protect the consumer, but so does every good businessman. Each time you add cost to protect, you add cost to the home price and that limits who can afford the higher cost of the home.

I think the PSC should fine those who habitually fail to do their job correctly, but when you look at your own stats and the last 4 to 5 years customer complaint have dropped each year, to last year none reported. I am not sure what these changes are trying to fix. I know the PSC would like to take full credit for the drop in complaints, but I think the education class for the installers that has helped everyone to use the same set up standards and the good retailers that are left from the great recession, all share the credit for consumer complaints going to none reported. So why do we feel like the PSC. is actively working against the retailers? I feel it is because when we read the PSC statement" that the MFG. Industry is in agreement with these changes" we wonder what meeting that was. We have never been in agreement with the wording change from "may to shall" charge fees "fines". We have never been in agreement with the change from the manager discretion to charge a fee" fine" to someone at Commission responsibility. We have never been in agreement with an Inspection time more than a year. Although the PSC has moved this number around to fit their idea. First it was one year, then five years, then the PSC said if dealers would send in property locator that would be reduce back to one year inspection time. But when it showed up in writing it was 1 year if the home had been inspected within that first year or two years is a complaint came in on a home that had not been inspected within the first year. Now we are told its two years. Why is the MFG industry being held to a higher standard than any other building industry in the state of Missouri? There only one thing that I agree needs to be changed and that is a one year inspection time. How do these changes, and adding cost to the consumer meet Governor Eric Greitens standard for helping business?

Sincerely
Tony Taylor
Manager

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