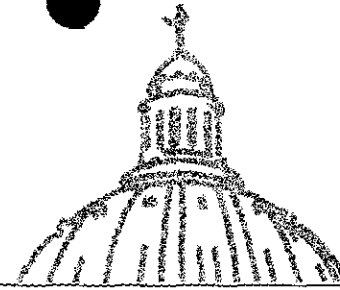


Capital Utilities, Inc.

P.O. Box 7017
Jefferson City, MO 65102
(573) 634-2699



October 11, 1999

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

Re: Case No. SC-2000-256

To Whom It May Concern:

FILED

OCT 13 1999

**Missouri Public
Service Commission**

On June 29, 1999, our serviceman spoke with a gentleman working on the house at 2516 Rosebud Circle, Sedalia, MO 65301. The man identified himself as James, and that he was a construction worker hired to work on the home. He asked our serviceman to leave the water on and that he would have the owner contact us to have it put in their name. The construction worker did not reveal to our serviceman the name of the owner of the house. Our serviceman was there to disconnect the service for non-payment of the utility bill, under the name of Donald Bauer. We did not hear from anyone for service on this location, so the location was turned off. On July 27, 1999, our serviceman made a check of the meter at 2516 Rosebud Circle and found that the water meter had been turned back on by someone other than an employee of our Company. He found that a Linda Myers had moved into the residence, but had not notified our office. Our serviceman indicated to her that the water would need to be shut off until the proper procedures were followed. Linda Myers then notified our office, she indicated to the billing clerk that she had been there since July 20, 1999. Linda Myers then provided the correct information to the billing clerk and the turn on was set up. Linda Myers was turned on July 27, 1999.

Our billing clerk was then notified by Loretta Hanneman about the house on 2516 Rosebud Circle. She identified herself and her husband Herbert Hanneman as the owners of the property. Mrs. Hanneman indicated that she was going to rent the property and wanted the utilities to be turned on. Mrs. Hanneman indicated to our billing clerk that we had denied her renter water service. Mrs. Hanneman was informed that her renter, Linda Myers had not notified our office that she had moved in on July 20, 1999. We found out on shut off day that some one had moved in to the location and that some how the meter had got turned on. Linda Myers did not notify us until a serviceman went to the location on July 27, 1999. Mrs. Hanneman was informed that Linda Myers now had water service. Our billing clerk informed Mrs. Hanneman that Donald Bauer had left an unpaid balance. Our billing clerk was under the impression that Mr. Bauer had owned the home. Mrs. Hanneman informed our billing clerk that her and her husband owned the home and that Mr. Bauer had been a renter. The billing clerk then informed Mrs. Hanneman that the unpaid balance needed to be paid. After consulting with a supervisor the billing clerk was informed that the sewer portion was all that could be collected from the owner. Our billing clerk then notified the Hanneman's that they would need to pay the sewer portion of the bill.

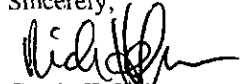
Herbert Hanneman called our office on July 30, 1999, he indicated that he needed some type of detailed billing showing all of the charges for water and sewer. See attached the detailed billing that was typed for Mr. Hanneman and mailed to him. As you can see, the total due is the sewer charges only of \$124.49. As noted on the bill, sewer charges are \$89.49 and sewer penalty is \$35.00 for the total sewer due of \$124.49. In accordance, with our tariff the penalty charges only apply to the sewer charges. Mr. Hanneman was the one who asked that the water charges also be detailed on the bill so that he could collect from Mr. Bauer.

Page 2
Hanneman

That is why the total due on the bill only includes sewer charges. We are not trying to collect the water portion from him. Mr. Hanneman indicated to our billing clerk this was fine and that he would pay her the sewer portion. As of today's date, Mr. and Mrs. Hanneman have not paid the sewer portion of this bill.

Capital Utilities, Inc. is asking for Mediation in this case. Attached are documents from our files and computer system that indicate what we have based our information on. If we may be further assistance please do not hesitate to contact our office at 573-634-2699.

Sincerely,



Garah F. Helms
Area Manager

A MESSAGE FOR: TENA

FROM Herbert Hanamori

DATE 7/30

OF _____

TIME 10:40 ^{A.M.} ~~P.M.~~

PHONE 6100

AREA CODE

826 - 3014

NUMBER

EXT.

☐ URGENT

☒ TELEPHONED

☐ CAME TO SEE YOU

☐ RETURNED YOUR CALL

MESSAGE:

☒ PLEASE CALL

☐ WANTS TO SEE YOU

☐ WILL CALL AGAIN

wants to collect on Donald Bauer. Dad
needs some type of bill statement that's
very specific & simple. ^{WCP, Utilities letterhead}

SIGNED

[Signature]

Adjustments

Company No.: 003 Service ID: 10233 Account No.: MW0844

Name: Bauer, Donald Date: 10/11/99

Utility	Balance	Adjustment	Utility	Balance	Adjustment
---------	---------	------------	---------	---------	------------

✓ Water	43.10	.00			
---------	-------	-----	--	--	--

✓ Sewer	89.49	.00			
---------	-------	-----	--	--	--

None	.00	.00	✓ Penalty	35.00	.00
------	-----	-----	-----------	-------	-----

✓ Prim Fee	2.00	.00	Usage Adjustment:		
------------	------	-----	-------------------	--	--

Water	0	
-------	---	--

Adjustment Reason: Curr. Bal.: \$ 169.59 Authorizing Initials:

Enter Service Id.

F2 - List

ESC-Menu

Breakdown straight from
Computer system.

CAPITAL UTILITIES, INC.
P.O. BOX 7017
JEFFERSON CITY, MO 65102
573-634-2699 or 1-800-624-5252
OFFICE: 312 LAFAYETTE ST.

PLEASE RETURN THIS STUB WITH PAYMENT

SERVICE AT	2516 Rosebud Circle			
SERVICE ID	10233	ACCOUNT #	MW0844	
SERVICE	PRV. READING	CURRENT	USAGE	AMOUNT
Water				43.10
Water Prim Fee				2.00
Sewer				89.49
Sewer Penalty				35.00

Joe & Loretta Hanneman
30032 Blue Bird Hollow
Sedalia Mo 65301

Total Sewer Due

\$124.49

ACCOUNT HISTORY

07/30/99 09:54:41

Co. #: 003 Service ID: 10233

Acct. #: MM0044

Route No.: 1

Name: Bauer Donald

Service Addr: 2516 Rosebud Circle

Sedalia, MO 65301

Service #:

Telephone #: (816) 829-4188

Cur Bal: 169.59

Date	Type	Resp	SC	Bal. Fwd.	Amount
------	------	------	----	-----------	--------

07/25/99	Charge			148.19	21.40
----------	--------	--	--	--------	-------

07/22/99	Penalty			143.19	5.00
----------	---------	--	--	--------	------

06/28/99	Returned Check	BCF		75.75	67.44
----------	----------------	-----	--	-------	-------

06/28/99	Miscellaneous	BCF		65.75	10.00
----------	---------------	-----	--	-------	-------

06/25/99	Charge			35.10	30.65
----------	--------	--	--	-------	-------

06/25/99	Penalty			30.10	5.00
----------	---------	--	--	-------	------

05/25/99	Charge			0.00	30.10
----------	--------	--	--	------	-------

05/05/99	Payment	ACE	055	67.44	-67.44
----------	---------	-----	-----	-------	--------

04/28/99	Miscellaneous	RCF		57.44	10.00
----------	---------------	-----	--	-------	-------

04/25/99	Charge			27.34	30.10
----------	--------	--	--	-------	-------

04/21/99	Penalty			22.34	5.00
----------	---------	--	--	-------	------

03/25/99	Charge			-5.00	27.34
----------	--------	--	--	-------	-------

12/21/99	Adjustment			0.00	-5.00
----------	------------	--	--	------	-------

03/05/99	Payment	BC	305	27.34	-27.34
----------	---------	----	-----	-------	--------

02/25/99	Charge			0.00	27.34
----------	--------	--	--	------	-------

02/15/99	Payment	BC	215	77.50	-77.50
----------	---------	----	-----	-------	--------

02/02/99	Miscellaneous	RCF		67.50	10.00
----------	---------------	-----	--	-------	-------

01/25/99	Charge			32.99	34.59
----------	--------	--	--	-------	-------

01/22/99	Penalty			27.99	5.00
----------	---------	--	--	-------	------

01/22/99	Adjustment			32.99	-5.00
----------	------------	--	--	-------	-------

12/21/99	Penalty			27.99	5.00
----------	---------	--	--	-------	------

12/29/98	Payment	BC	229	73.46	-45.47
----------	---------	----	-----	-------	--------

12/29/98	Miscellaneous	RCF		63.46	10.00
----------	---------------	-----	--	-------	-------

12/25/98	Charge			40.47	22.99
----------	--------	--	--	-------	-------

12/22/98	Penalty			35.47	5.00
----------	---------	--	--	-------	------

12/03/98	Miscellaneous	TOF		25.47	10.00
----------	---------------	-----	--	-------	-------

12/03/98	Payment	BC	203	63.47	-30.00
----------	---------	----	-----	-------	--------

11/25/98	Charge			37.50	25.09
----------	--------	--	--	-------	-------

11/23/98	Penalty			32.50	5.00
----------	---------	--	--	-------	------

10/28/98	Payment	BC	028	72.50	-40.00
----------	---------	----	-----	-------	--------

10/28/98	Miscellaneous	RCF		62.50	10.00
----------	---------------	-----	--	-------	-------

10/25/98	Charge			33.79	20.79
----------	--------	--	--	-------	-------

10/21/98	Penalty			20.79	5.00
----------	---------	--	--	-------	------

10/05/98	Miscellaneous	RCF		10.79	10.00
----------	---------------	-----	--	-------	-------

10/01/98	Payment		101	03.30	-64.59
----------	---------	--	-----	-------	--------

09/25/98	Charge			54.59	20.79
----------	--------	--	--	-------	-------

09/23/98	Penalty			49.59	5.00
----------	---------	--	--	-------	------

08/28/98	Payment	BC	028	06.20	-36.69
----------	---------	----	-----	-------	--------

08/28/98	Miscellaneous	RCF		76.20	10.00
----------	---------------	-----	--	-------	-------

08/25/98	Charge			41.69	34.59
----------	--------	--	--	-------	-------

08/24/98	Penalty			36.69	5.00
----------	---------	--	--	-------	------

07/29/98	Payment	BC	729	01.03	-45.14
----------	---------	----	-----	-------	--------

07/29/98	Miscellaneous	RCF		71.03	10.00
----------	---------------	-----	--	-------	-------

07/25/98	Charge			40.14	31.69
----------	--------	--	--	-------	-------

07/30/99 09:54:41

ACCOUNT HISTORY

Page

Co. #: 003 Service ID: 10233

Acct. #: MW0844

Route No.: 1

Name: Bauer Donald

Telephone #: (816) 829-4188

Service Addr: 2516 Rosebud Circle
Sedalia, MO 65301

Service #:

Cur Bal: 169.59

Date	Type	Rsp	SC	Bal. Fwd.	Amount
07/01/98	Payment	BC	701	86.83	-51
06/30/98	Miscellaneous	RCF		76.83	10
06/25/98	Charge			41.69	35
06/23/98	Penalty			36.69	5
05/29/98	Payment	BJH	529	74.03	-37
05/29/98	Miscellaneous	RCF		64.03	10
05/25/98	Charge			32.34	32
05/21/98	Penalty			27.34	
05/05/98	Miscellaneous	RCF		17.34	10
04/30/98	Payment	BC	430	79.68	-62
04/25/98	Charge			52.34	27
04/22/98	Penalty			47.34	5
04/06/98	Miscellaneous	RCF		37.34	10
04/02/98	Adjustment		MAR	32.34	
04/02/98	Balance Forward		FEB	0.00	32