

TO: MO. PUBLIC SERVICE COMMISSION

6/24/03

FROM: J.L. JONES, PRESIDENT, RAMSEY-JONES HOMES, INC.

RE: PROPOSED \$400 INSPECTION FEE.

RECEIVED

JUN 26 2003

MX-2003-0187

Public Service Commission
Adjudication Division
Public Service Commission

THIS PROPOSAL WILL BE A REAL BLOW TO MY BUSINESS. MY BUSINESS IS ALREADY DOWN 50% FROM 1997. OBVIOUSLY YOUR INCOME IS DOWN AS WELL. CAN "AFFORDABLE" HOUSING REMAIN AFFORDABLE. I HAVE HEARD THAT YOU ALREADY RAISED MO. INSPECTION FEES \$30 ON EVERY HOME ENTERING THE STATE. VERY SHORTLY RETAILERS WILL HAVE TO RAISE PRICES EVEN MORE AS WE ASSESS THE EXTRA COST TO US FOR THIS SERVICE. IN THE SHORT RUN, RETAILERS WILL PICK-UP THE TAB. THOSE THAT SURVIVE THIS \$400 THING AND SLOW BUSINESS IN GENERAL, WILL ABSOLUTELY INCREASE HOME PRICES TO CONSUMER. ITS LIKE THE CIGARETTE & LIQUOR "SIN" TAXES WITHOUT THE "SIN".

THIS WILL NOT ONLY FINANCIALLY HURT ME. I HAVE USED THE PSC ON A FEW OCCASSIONS OVER THE YEARS TO SAVE THE CONSUMER AND RAMSEY-JONES FROM ATTORNEY FEES AND SMOOTH THINGS OVER BETWEEN CONSUMERS AND THE INDUSTRY. ^{#1} EXAMPLE: IF A CUSTOMER SEEMED TO CONSTANTLY EXPECT \$200,000 QUALITY OUT OF ~~THEIR~~ THEIR \$50,000 HOME, WE HAVE RECOMMENDED THAT THEY GET IN TOUCH WITH THE PSC. HERE IS A NEUTRAL AGENCY OF THE GOVERNMENT TO MEDIATE WITH THE CUSTOMER. THE CUSTOMER WILL TEND TO BELIEVE THE PSC REP. ^{NOT} ABOUT EXPECTING TOO MUCH OUT OF THEIR HOME, WHERE AS THEY'RE NOT SURE THE FACTORY OR DEALER IS NOT TRYING TO GET TO THEM. ^{#2} EXAMPLE SOMETIMES THE FACTORIES LACK THE SAME ENTHUSIASM THAT WE DO TO GET THE HOMEOWNER SATISFIED. THE PSC HAS A WAY OF CREATING URGENCY.

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**Missouri Public
Service Commission**

ADMITTEDLY THERE IS ALWAYS ONE OR TWO ITEMS WE HAVE TO FIX FROM A SET-UP ANGEL AND THE FACTORY ALWAYS WILL HAVE A FEW PROBLEMS. BUT THERE IS FINALLY AN END TO MOST COMPLAINTS AND THE HOME OWNER IS HAPPY. YOU REPRESENT THE CONSUMERS OF MO. THIS IS A GOOD SERVICE THAT I DOUBT WE'LL USE ANYMORE.

I HATE TO ADMIT IT, BUT I WOULD RATHER YOU RAISE INSPECTION FEES ON ALL HOMES \$20 MORE AS OPPOSED TO \$400 ON THE SELECT FEW.

I CAN SEE WHERE YOU MIGHT THINK THE WORST DEALERS WILL GET THE MOST COST. SOUNDS GOOD, BUT NO DEALER GETS BY WITH ~~NO~~ NO COMPLAINTS! AND I WILL NOT SUGGEST PSC AS THE SOLUTION TO CONSUMER'S AFRAID OF BEING RIPPED OFF.

FURTHER, I'M NOT SURE HOW YOU'LL KNOW, OR EVEN CARE IF A COMPLAINT IS LEGITIMATE. IF THE CONSUMER SAYS THE HOME IS NOT SET RIGHT AND THE WORST THING YOU FIND IS ONE ANCHOR THAT SHOULD HAVE BEEN SCREENED IN 1" FURTHER, DO WE GET A REFUND?

IF THE CONSUMER FINDS OUT WE ARE GETTING HIT FOR EXTRA MONEY FOR EACH REINSPECT, WHAT PROTECTS US?

WHAT ABOUT THE 15 DAYS OUR REPRESENTATIVE GIVES US TO FIX THE ISSUE WITHOUT AN INSPECTION? IS THAT GONE?



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