



Professional Management Group, Inc.

January 6, 2004

Osage Water Company  
c/o Environmental Utilities, LLC  
P. O. Box 650  
Sunrise Beach, MO 65079  
Attn: Debbie Williams, Manager for OWC

FILED

JAN 16 2004

Missouri Public  
Service Commission

Re: Cedar Glen Lift Stations

Dear Debbie:

I am in receipt of your telefax transmittal form to PMG, which you faxed to the Cedar Glen Association office and your memo to A & A Septic, also faxed to the same office. I have enclosed copies for documentation. First of all, for your information, PMG Services, Inc. (PMGS) is the management company for Cedar Glen Condominium Owners Association, Inc. and any correspondence for PMGS specifically, should be sent to the central office in Lake Ozark. The office located at Cedar Glen is the Cedar Glen Condominium Owners Association office.

Secondly, your telefax transmittal referenced an extension cord running the pump for the lift station between buildings 3 and 4 at Cedar Glen. You stated that when OWC responded to a call that the lift station was not working that the cord was unplugged. Then, you specifically asked PMG Staff not to unplug the cord again. PMG Staff members at Cedar Glen were totally unaware of this extension cord and would never unplug anything that they would not know anything about.

My first question to you is why is this lift station on an extension cord to begin with? And then why is this lift station running off of the association's building electric? The use of this buildings' electric for the lift station should be billed directly back to OWC. Maybe Cedar Glen should re-evaluate the building electric bill since the building was built and forward this charge to OWC.

I was informed that everything you stated in your memo to A & A Septic for the pumping of this lift station is misconstrued. There were several people at the complex that were present and involved during these phone calls including association Board members and Cedar Glen construction staff, not just PMGS staff. Maybe next time there is a sewage spill the association will contact DNR as well.

Camden  
Public Hearing exhibit no. L  
Date 1-13-04 Case No. ST-2003-0562  
Reporter KCF

It's really a shame that every time a problem arises at Cedar Glen, OWC is always trying to put the blame and expense on someone else. We thought OWC was a public water and sewer service company. I'm sure the homeowners at Cedar Glen who pay for these services would love to see a sewage spill on their property from a lift station run off an extension cord attached to their electric.

Sincerely,

A handwritten signature in black ink that reads "Kathy Goldsberry". The script is cursive and fluid, with the first name "Kathy" and last name "Goldsberry" clearly legible.

Kathy Goldsberry  
PMGS Association Manager

Enclosures (2)

cc: Karen Medders, PMG/PMGS General Manager  
Cedar Glen Board of Directors  
Cedar Glen Construction  
Martin Hummel, Missouri Public Service Commission  
Missouri Department of Natural Resources

# ENVIRONMENTAL UTILITIES, LLC

P. O. BOX 650  
SUNRISE BEACH, MO 65079

## CONFIDENTIAL TELEFAX TRANSMITTAL

The materials which follow are confidential and are being distributed by this transmission to person below on a strictly confidential basis. If for any reason, this transmission is misdirected or intercepted by another piece of telecommunication and/or facsimile equipment, we request that you immediately return all copies of these materials and notify the sender at (573)374-9019. Thank you.

TO: Marty FROM: Debbie Williams  
COMPANY: PM G DATE: 12/4/03  
FAX NO: 346-0896 TOTAL NO. OF PAGES INCLUDING COVER: 1  
PHONE NO: SENDER'S FAX NUMBER: 573/374-4432  
RE: holding tank 3+4 SENDER'S PHONE NO: 573/374-9019

COMMENTS:

216-1274

Marty, Jeff responded to your call at approx: mately 4:20 and discovered someone had unplugged the power cord to the pumps inside the tank which pump the sewage to the treatment plant. When he plugged it back into the outlet, the sewage began pumping out. Please ask your people not to unplug that cord again. Thanks  
Call if you have further problems. Debbie Williams

# OSAGE WATER COMPANY

P. O. BOX 650  
SUNRISE BEACH, MO 65079

TO:

COMPANY:

FAX NUMBER:

PHONE NUMBER:

FROM:

DATE:

TOTAL NO. OF PAGES INCLUDING COVER:

SENDER'S FAX NUMBER:

SENDER'S PHONE NUMBER:

RE:

sewage pumping

Kathy Goldsberry

PMG

346 - 0896

Debbi Williams

12/23/03

2

573-374-4432

573-374-9019

**Date:** December 22, 2003

**To:** Bob, A & A Septic

**From:** Debbie Williams, manager for Osage Water Company

**RE:** Pumping of Sewage

Bob,

On December 4, your truck responded to a call from Marty, a substitute manager of Professional Management Group (PMG), who was the condo manager on site that day. She called you late in the day (after 3:30) regarding a tank which she claimed was nearly full between buildings 3 and 4 at Cedar Glen Condominiums. She did this against my instructions, as I asked her to wait for our field supervisor Jeff Smith to arrive to assess the situation. Because she was supposed to get off work at 4:00 p.m. and chose to not wait for Jeff to arrive, I do not feel this bill is Osage Water Company's responsibility. I did not order the job, and I am not convinced that the pumping was necessary that afternoon.

However, due to the sensitive environmental risk of a sewage spill in the parking lot which may or may not have occurred that evening, I will pay the bill this one time. In the future, if anyone other than Jeff Smith, Greg Williams, Pat Mitchell, or me orders a pumping, please forward the bill to whoever places the call. PMG does not have the authority to order services on our behalf. If it was a confirmed emergency and Jeff had not arrived, I would not dispute the payment.

I hope this clarifies Osage Water Company's position on this matter. Thank you for your response to the tank that day, and for the services you provide.

A handwritten signature in cursive script that reads "Debbie Williams". The signature is written in dark ink and is positioned in the lower right quadrant of the page.