

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED

JUL 06 2012

Missouri Public  
Service Commission

Name: MARCIA EASON  
Complainant

vs.

Case No.

Company Name: Missouri American Water  
Respondent

COMPLAINT

Complainant resides at 12059 Krenning Lane  
(address of complainant)

St. Louis Missouri

1. Respondent, Missouri American Water  
(company name)  
of 727 Craig Rd St Louis MO, is a public utility under the  
(location of company)  
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

I Am being charged an extremely high bill for a residential property. My son and I live at the residence, And according to Meter reading we are using 86000 gallons of water for a quater, I Am working between the hrs of 11:45 - 8:30<sup>m-f</sup>, I don't know how its possible to consume this much water Ive Had a professional plumber to come to my residence, to see if I had leaks, No leaks on the premises. The was a Major water leak About 2 Door from me about 4 months ago please Review, Something not Right here.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

I've contacted Customer Service, Missouri American Water 4 times to get issue somehow resolved, they changed meter twice according to customer svc Reps, will not allow speak with Escalation parties (NO Supervisor) According to both reading of meters the reading are accurate.
I then contacted Missouri Public Service Commission
I've enclosed Plumbers Copy And My Work Schedule.

WHEREFORE, Complainant now requests the following relief:

I don't feel this Bill is Accurate and FAIR, Please review accounting Records. Give <u>*Dates</u> and <u>times</u> of Extreme Usage. To get to bottom of reason Im being charged this Extreme amount. Resolve Bill issue.

6-25-12  
Date

Marcia Eason  
Signature of Complainant

314 355-1802  
Complainant's Phone Number

MARCIA.EASON@commercebank.com  
Complainant's E-mail Address

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.





SAVE THIS INVOICE FOR YOUR GUARANTEE  
SEE BINDING TERMS ON REVERSE

### DRAIN MASTERS

P.O. BOX 133

Cottleville, MO 63338

(636) 936-0033 Fax (636) 300-8080

St. Louis City: Gordon K. Colbert, Master Plumber, #300,

County #P7674, Backflow #PL-9325

St. Louis County Drain Layers Lic #D7674

Operated as an Independent Contractor

DATE OF SERVICE 6/5/12	LOCATION DRAIN MASTERS 10262
SERVICE TECHNICIAN'S NAME WILL E. 11251	
INVOICE NO. 6280	

SEWER & DRAIN <input type="checkbox"/>	PLUMBING <input checked="" type="checkbox"/>
INDUSTRIAL <input type="checkbox"/>	EXCAVATION <input type="checkbox"/>

CUSTOMER CLASS <input checked="" type="checkbox"/> RESIDENTIAL <input type="checkbox"/> COMMERCIAL
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CUSTOMER NAME Marcia Eason	CUSTOMER NO.
SERVICE ADDRESS 12059 Brenning	APT. NUMBER
CITY Bellefontaine	STATE/PROVINCE Mo.
ZIP/POSTAL 63138	CUSTOMER PHONE NO.
BILLING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS)	CITY
	STATE/PROVINCE
	ZIP/POSTAL

REPAIR CODE	ESTIMATE AND DESCRIPTION OF WORK TO BE PERFORMED (The approximate starting date is _____, and the approximate completion date is _____. Neither date is guaranteed. Unexpected conditions or problems could cause delays.)	\$ AMOUNT
0312	Client is looking to see if water is leaking.	

**WORK ORDER AUTHORIZATION** I authorize the services indicated and agree to pay the amounts specified. I have read and agree to the terms on the reverse side, including the limits on Drain Masters' responsibility specified in those terms.

(SIGNATURE) \_\_\_\_\_ (PRINT NAME) \_\_\_\_\_

CHANGES TO ESTIMATE I authorize these changes	ADJUSTMENTS/CHANGES IN WORK TO BE PERFORMED (Use additional invoice if needed to describe changes)

**COMMENTS** Checked filters in house found no water leaks. also checked outside meter found that meter only spins when water is ran inside house indicating no water leaks.

**COMPLETION** I acknowledge completion of the above described work which has been done to my complete satisfaction.

(SIGNATURE) \_\_\_\_\_ (PRINT NAME) \_\_\_\_\_

(E-MAIL ADDRESS) \_\_\_\_\_

Send plumbing tips; product/services information and coupons via email.

### PAYMENT

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK NO. _____	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> NET 10 DAYS
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OVER 30 DAYS = LATE CHARGE OF 1 1/2% PER MONTH \* In the event check is returned, the COMPANY will charge the CUSTOMER A \$25.00 processing fee.

LABOR \$ \_\_\_\_\_

PARTS \$ \_\_\_\_\_

PRODUCTS \$ \_\_\_\_\_

OTHER \$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

TAX \$ \_\_\_\_\_

INVOICE TOTAL \$ 0.00

NEXT VISIT
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PLEASE PAY FROM THIS INVOICE

IRR LOCATION DRAIN MASTERS 10262

RESIDENTIAL GUARANTEE		COMMERCIAL GUARANTEE	
LABOR		LABOR	
<input type="checkbox"/> Main/Branch Lines	30 days	<input type="checkbox"/> Main/Branch Lines	30 days
<input type="checkbox"/> Toilet Auger	7 days	<input type="checkbox"/> Toilet Auger	24 hours
<input type="checkbox"/> Plumbing Repair	90 days	<input type="checkbox"/> Plumbing Repair	90 days
<input type="checkbox"/> Plumbing Replacement	1 year	<input type="checkbox"/> Plumbing Replacement	90 days
<input type="checkbox"/> Extended Guarantee	1 year	None	
REASON FOR NO GUARANTEE			

## An ounce of prevention...

A list of simple maintenance tips to help you avoid costly plumbing repairs.

- Fix leaky faucets promptly. In addition to wasting about 20 gallons of water daily, a leak could ruin your faucet set.
- Do not rinse fats or cooking oils down the drain. Liquid fats solidify in the cold drain pipes and create clogs.
- Do not use caustic liquid drain openers on a drain that is completely clogged. It can severely damage your pipes.
- Periodically drain several gallons of water from your water heater. This removes sediment from the bottom of the tank to increase heating efficiency and prolong tank life.



## Eason, Marcia

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**From:** Boyer, Kathy  
**Sent:** Wednesday, June 27, 2012 8:48 AM  
**To:** Eason, Marcia  
**Subject:** FW: Marcia Eason  
  
**Sensitivity:** Confidential

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**From:** Haworth, Gary  
**Sent:** Tuesday, June 26, 2012 3:43 PM  
**To:** Boyer, Kathy  
**Subject:** RE: Marcia Eason  
**Sensitivity:** Confidential

11:45am-8:30pm with rotating Saturday rotation every 3<sup>rd</sup>. Looks like she has been in that schedule since the week of 11/21/2011. Prior to that she worked that schedule with the exception of Tuesday and Thursday she worked 10:30am-8:45pm. I was able to go back to the week of July 5, 2010.

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**From:** Boyer, Kathy  
**Sent:** Tuesday, June 26, 2012 12:57 PM  
**To:** Haworth, Gary  
**Subject:** Marcia Eason  
**Sensitivity:** Confidential

Marcia Eason has requested verification of her current work schedule, to be used to address a personal issue.

In an effort to comply with Marcia's request, will you confirm that her **current schedule is 11:45am-8:30pm, Mon-Fri**, with rotating Saturday shifts from 11:00am-4:00pm? Also, how long has Marcia been assigned to this schedule?

(Note: Marcia is aware that her schedule may change at any point, based on management need or performance goals of the employee. Nothing in this verification shall be constructed to form a contract of employment for any minimum period of time, or to change Marcia's status as an "at will employee".)

### Kathy Boyer

Sr. Human Resources Representative  
[Kathy.Boyer@CommerceBank.com](mailto:Kathy.Boyer@CommerceBank.com); 314.514-6318

