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Missouri Public  
Service Commission

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I am a resident of Eagle Woods Subdivision & have been since June of 1999. I have had nothing but trouble with my water since OWC switched my house over to their system. I have complained many times, but with no good results. My water smells horrible, leaves stains on my clothes & has left my tubs & my driveway outside discolored.

I personally had Debbie Williams in my home & showed her samples of the water & my clothes & then showed her my driveway - I also offered her a glass of water from my kitchen sink faucet which she declined. I obviously do not drink my water. This was in the summer of 2002. Nothing has changed.

Where do people like myself go to get help - it seems as if OWC can do whatever it pleases & yet citizens like myself suffer year after year - & Now they want a rate increase.

I am also submitting a letter which was written by my father Major Ben D. Daugherty Sr. U.S.M.C. Retired which was recently submitted & written in the local paper. - He has tried to help me & the citizens of Eagle Woods

date 1-13-04 Case No. ST-2003-0562

reporter KF

Exhibit A - Sanderton Public Hearing C

get our water problems solved. I am personally turning to you & asking - no, pleading that you will hear our complaints & finally "hear" us.

I have never heard of an increase of 25% at one time, and for the quality of water & service we receive, cannot believe they are even asking for an increase.

I am submitting a sample of my water & a water filter from my home to show you the significance of my complaints. Then I ask you, "How would you like to turn the faucet on in your home for a glass of water or a shower or to wash a load of clothes & have this water come out of your faucet & then have to be told to pay your monthly bill + (plus) an additional 25%, an outrageous proposal at very best.

Please serve the residents of Eagle Woods as we deserve to be treated - Be the public servants we deserve.

I'm absolutely positive that OWC will try & dazzle you with their plight & their legal knowledge of the system, but know that they are not providing us with water that is useable or consumable - look at my samples which are before you.

Thank you,  
Juda Hulitt  
573-348-1873  
6501 Red Fox Lane  
Osage Beach, MO