

3. Suburban has taken the following actions to address customer relations and record keeping issues:

- a. Suburban has developed a customer brochure detailing the rights and responsibilities of Suburban and its customers. A copy of the brochure is attached hereto as Exhibit A and incorporated herein by reference.
- b. Suburban has developed a continuous property record system for its plant and equipment. A copy of documents evidencing the continuous property record system is attached hereto as Exhibit B and incorporated herein by reference.

4. Suburban submits that it is satisfied the matters complained of in Complainant's Complaint:

- a. Suburban has installed meters for all buildings within its service area. In addition, since approximately August 1, 2007, Suburban has installed approximately fifty new meters in all buildings in the Bon Gor Lake Estates Subdivision except buildings 704, 706, 708, and 710, Cunningham Drive.
- b. Suburban has adopted and implemented a ten-year meter replacement program.
- c. Suburban has installed two (2) additional flush valves in its mains and has at total of three (3) flush valves in its mains presently.
- d. Suburban has contracted with a certified water operator. A copy of the certified water operator's current certificate of competency is attached hereto as Exhibit C and incorporated herein by reference.

5. This shall constitute a notice of satisfaction only, and Respondents hereby reserve their rights to file answers and other responsive pleadings, and do not waive such or any other rights or any allegations, statements, and defenses in any other filings, including their

respective motions to dismiss. Respondents admit no liability or violation of law whatsoever.

/s/ Matthew S. Volkert

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Attorneys for Respondent Suburban Water and
Sewer Company and Gordon Burnam

The undersigned certifies that a complete and conformed copy of the foregoing document was filed electronically and mailed to each attorney who represents any party to the foregoing action, by U.S. Mail, postage prepaid in the proper amount, at said attorney's business address.

/s/ Matthew S. Volkert

Dated: September 6, 2007

Exhibit A

Suburban Water and Sewer Company
1501 Vandiver Dr. #88
Columbia, MO 65202
(573) 474-4242 Phone
(573) 474-4881 Fax

Service Applications

Applications for service may be obtained in person, by fax or by mail from the office at 1501 Vandiver Dr. #88, Columbia, MO.

Deposit or Guarantee Requirements

No deposit fee or guarantee is required.

Billing and Estimated Billing

Water bills are issued monthly. The bills provide the beginning and ending meter readings dates, water usage, any previous or credit balances, date bill is considered due and date it is delinquent.¹ Estimated billings may occur in case of extreme weather conditions, emergencies or lack of access to the customer's premises.²

Customers may obtain and submit their own meter readings

Customers may read and report water usage to the utility company. Customers may obtain a post-paid, preaddressed postcard upon which the customer may note the reading. Additional information can be obtained from the office including how to locate your particular meter and how to read a meter.

Customer Payment

Payment due date is the 5th day of the month. Payments may be made in person at the office or by mail.

Termination of service, disconnection and reconnection

Service will be discontinued for non-payment accounts within ten days of the date due and after 48 hours prior written notice, the supply will be cut off and not turned back on again except upon payment of the amount due together with an additional fee of Twenty-five Dollars (\$25.00) for turning on the water.³

Service may be discontinued by the Consumer by giving not less than twenty-four (24) hours notice to the Company during its regular office hours that water service is to be discontinued.⁴

To avoid discontinuance of service during a period of absence from the address please contact the office with the information concerning length of absence, alternative billing address or pre-payment based on estimated averages.

¹ 4 CSR 240-13 page 4

² 4 CSR 240-13 page 4

³ P.S.C. Rules & Regulations Rule 31

⁴ P.S.C. Rules & Regulations Rule 33

Responsibility for distribution main, service connection and water meter

In general, the company is responsible for repairing and maintaining the distribution mains, the water meters, and the service lines and connections running between the mains and meters, and you are responsible for any and all lines, connections, and other parts of the system from the meters to and inside your yard and home.

This information is being provided in accordance with 4 CSR 240-13.040, which are rules of the Missouri Public Service Commission which regulate investor owned utilities.

The customer has a right under procedures in 4 CSR 240-2.070 to file a formal or informal complaint with the Missouri Public Service Commission. If you have an inquiry, billing question or service –related problem that your utility provider cannot answer, please contact the PSC at P.O. Box 360, Jefferson City, MO 65102-0360 or toll free at 1-800-392-4211 or visit the PSC website at www.psc.mo.gov.

The Office of the Public Counsel represents the interests of utility consumers in proceedings before the Missouri Public Service Commission. You may contact them at P.O. Box 2230, Jefferson City, MO 65102-2230 or (573) 751-4857 or at mo-opc.org ⁵

Suburban Water and Sewer Company as a regulated public utility and you as its customer are governed by applicable law including but not limited to Chapters 386 and 393 of the Missouri Revised Statutes and Title 4, Division 240 of the Missouri Code of State Regulations.

⁵ 4 CSR 240-13 page 7

Exhibit B

Meter List
Duplexes, Apartments, Houses

Suburban Water
and Sewer Co.

Date: August, 2007

Name	Address	I.D.#	Meter Purchased	New Meter Data	Install Date	Old Meter Data	Test Date	Replacement Reason
RMS	7404 Moberly (D-1)		10/5/2004	04153326-Hersey	8/2/2007	No Meter	10/4/2004	No meter well-no meter
RMS	7400A Moberly		4/27/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7400B Moberly		4/27/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7312A Moberly		4/27/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7312B Moberly		4/27/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7308A Moberly		4/27/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7308B Moberly		4/27/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7304A Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7304B Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7300A Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7300B Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7220A Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7220B Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7216A Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7216B Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7001A Moberly		8/14/2007	07046483-Hersey	8/29/2007	01054674-Hersey	3/23/2007	Replaced old meter
RMS	7001B Moberly		8/14/2007	07046486-Hersey	8/29/2007	95433141-Precision	3/23/2007	Replaced old meter
RMS	501A Mauller		8/14/2007	07046452-Hersey	8/29/2007	No Meter	3/23/2007	Jumper-no meter
RMS	501B Mauller		8/14/2007	07046451-Hersey	8/29/2007	25024143-Rockwell	3/23/2007	Replaced old meter
RMS	505A Mauller		8/14/2007	07046453-Hersey	8/29/2007	No Meter	3/23/2007	Jumper-no Meter
RMS	505B Mauller		8/14/2007	07046454-Hersey	8/29/2007	No Meter	3/23/2007	Jumper-no Meter
RMS	504 Michael Ct (D-1)		10/5/2004	###	June, 2005	No Meter	10/4/2004	Jumper-no Meter
RMS	505 Michael Ct (D-1)		###	###	June, 2005	No Meter	###	Jumper-no Meter
Thomeczek	600A Timothy Ct.		10/5/2004	###	June, 2005	No information	10/4/2004	Replaced old meter
Thomeczek	600B Timothy Ct.		10/5/2004	###	June, 2005	No information	10/4/2004	Replaced old meter
Thomeczek	604A Timothy Ct.		10/5/2004	###	June, 2005	No information	10/4/2004	Replaced old meter
Worthington	604B Timothy Ct.		10/5/2004	04153324-Hersey	7/19/2007	614005892-Neptune	10/4/2004	Broken
RMS	7213A Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7213B Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7217A Moberly.		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
RMS	7217B Moberly		5/3/2005	###	June, 2005	No Meter	###	Jumper-no meter
PETERKA	7221 Moberly (A4-1)		10/5/2004	###	June, 2005	No information	10/4/2004	Replaced old meter
PETERKA	7301 Moberly (A4-1)		10/5/2004	###	June, 2005	No information	###	Broken
PETERKA	7305 Moberly (A4-1)		10/5/2004	###	June, 2005	No information	###	Jumper-no meter
PETERKA	7309 Moberly (A4-1)		10/5/2004	###	June, 2005	No information	10/4/2004	Replaced old meter
PETERKA	7313 Moberly (A4-1)		10/5/2004	###	June, 2005	No information	10/4/2004	Replaced old meter

Meter List
Duplexes, Apartments, Houses

Suburban Water
and Sewer Co.

Date: August, 2007

Name	Address	I.D.#	Meter Purchased	New Meter Data	Install Date	Old Meter Data	Test Date	Replacement Reason
PETERKA	7401 Moberly (A4-1)		7/31/2007	07094985-Hersey	8/17/2007	No Meter	6/21/2007	No meter well-no meter
PETERKA	700 Cunningham (A4-1)		7/31/2007	07094984-Hersey	8/20/2007	No Meter	6/21/2007	No meter well-no meter
PETERKA	701 Cunningham (A4-1)		8/14/2007	07046449-Hersey	8/23/2007	No Meter	3/23/2007	No meter well-no meter
PETERKA	705 Cunningham (A4-1)		8/14/2007	07046450-Hersey	8/23/2007	No Meter	3/23/2007	No meter well-no meter
PETERKA	7460 Wade School (D-1)		10/5/2004	04153327-Hersey	8/1/2007	No Meter	10/4/2004	No meter well-no meter
PETERKA	7316 Wade School (A4-1)		7/31/2007	07094983-Hersey	8/13/2007	No Meter	6/21/2007	No meter well-no meter
PETERKA	7312 Wade School (A4-1)		7/31/2007	07094987-Hersey	8/12/2007	No Meter	6/21/2007	No meter well-no meter
PETERKA	7308 Wade School (A4-1)		7/31/2007	07094989-Hersey	8/10/2007	No Meter	6/21/2007	No meter well-no meter
PETERKA	7304 Wade School (A4-1)		7/31/2007	07094988-Hersey	8/8/2007	No Meter	6/21/2007	No meter well-no meter
PETERKA	7300 Wade School (A4-1)		10/5/2004	04153323-Hersey	8/7/2007	No Meter	10/4/2004	No meter well-no meter
RADEL	7216 Wade School (D-1)		10/5/2004	04153351-Hersey	8/3/2007	No Meter	10/4/2004	No meter well-no meter
WindyPoint	111Maulier Rd. (H-1)		10/5/2004	04153350-Hersey	7/19/2007	No information	10/4/2004	Replaced old meter
(D-1) Duplex with 1 Meter								
(A4-1) Apts 4 units with 1 Meter								
### -Will get information off Meters with August readings								
(H-1) 2 Houses with 1 Meter								

Meter List

Suburban Water
and Sewer Co.

Date: August, 2007

Name	Address	I.D.#	Meter Purchased	New Meter Data	Install Date	Old Meter Data	Test Date	Replacement Reason
K. McDonald	7212 Moberly Dr.	1	8/13/2007	07046526-Hersey	8/14/2007	90174292-Kent	3/23/2007	replace old meter
E. Okulicz	7208 Moberly Dr.	2	8/13/2007	07046525-Hersey	8/14/2007	22771360-Rockwell	3/23/2007	replace old meter
S. Herriford	7204 Moberly Dr.	3	8/13/2007	07046521-Hersey	8/14/2007	04117752-Hersey	3/23/2007	replace old meter
T. Craig	7200 Moberly Dr.	4	8/13/2007	07046522-Hersey	8/14/2007	36145886-Neptune	3/23/2007	replace old meter
J. Deakins	7128 Moberly Dr.	5	8/13/2007	07046523-Hersey	8/14/2007	44279169-Sensus	3/23/2007	replace old meter
C. Ludeman	7124 Moberly Dr.	6	8/13/2007	07046524-Hersey	8/14/2007	44279470-Sensus	3/23/2007	replace old meter
J. Paugh	7120 Moberly Dr.	7	8/13/2007	07076375-Hersey	8/14/2007	36145890-Neptune	5/22/2007	replace old meter
R. Herman	7112 Moberly Dr.	8	July, 2005	04153346-Hersey	7/19/2007	7654825-Kent	5/29/2005	broken
R. Chott	7108 Moberly Dr.	9	8/13/2007	07076373-Hersey	8/14/2007	79K038164-Kent	5/22/2007	replace old meter
M. Miller	7104 Moberly Dr.	10	8/13/2007	07076374-Hersey	8/14/2007	24390684-Rockwell	5/22/2007	replace old meter
K. White	7100 Moberly Dr.	11	8/13/2007	07076377-Hersey	8/14/2007	24390686-Rockwell	5/22/2007	replace old meter
A. Sartain	7016 Moberly Dr.	12	8/13/2007	07076376-Hersey	8/14/2007	05017771-Hersey	5/22/2007	replace old meter
C. Clark	7012 Moberly Dr.	13	8/13/2007	07076378-Hersey	8/14/2007	05017769-Hersey	5/22/2007	replace old meter
J. Kempf	7008 Moberly Dr.	14	8/13/2007	07046381-Hersey	8/14/2007	05017766-Hersey	3/23/2007	replace old meter
L. Marreo	7005 Moberly Dr.	19	8/13/2007	07046378-Hersey	8/14/2007	81K010973-No Name	3/23/2007	replace old meter
K. Dowell	500 Michael Ct.	21	July, 2005	04153397-Hersey	7/19/2007	79K038158-Kent	5/29/2005	broken
R. Reynolds	7009 Moberly Dr.	22	8/13/2007	07046379-Hersey	8/14/2007	01024527-Hersey	3/23/2007	replace old meter
N. Dodd	7017 Moberly Dr.	25	8/13/2007	07046377-Hersey	8/14/2007	22771308-Rockwell	3/23/2007	replace old meter
M. Clark	501 Michael Ct.	26	8/13/2007	07046515-Hersey	8/14/2007	No #-Kent	3/23/2007	replace old meter
S. Delaynes	7101 Moberly Dr.	27	8/13/2007	07046516-Hersey	8/14/2007	2040684-Carlton	3/23/2007	replace old meter
D. Liddicoat	7105 Moberly Dr.	28	8/13/2007	07046517-Hersey	8/14/2007	86000617-Kent	3/23/2007	replace old meter
J. Tellman	504 Timothy Ct.	29	8/13/2007	07046518-Hersey	8/14/2007	36145893-Neptune	3/23/2007	replace old meter
E. Jones	508 Timothy Ct.	30	8/13/2007	07046519-Hersey	8/14/2007	05017767-Hersey	3/23/2007	replace old meter
B. Fobes	601 Timothy Ct.	33	8/13/2007	07046520-Hersey	8/14/2007	36145767-Neptune	3/23/2007	replace old meter
T. Lawson	7121 Moberly Dr.	34	8/13/2007	07046419-Hersey	8/15/2007	2040687-Carlton	3/23/2007	replace old meter

Meter List

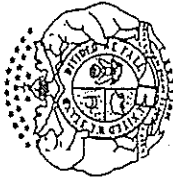
**Suburban Water
and Sewer Co.**

Date: August, 2007

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Exhibit C

Missouri Department of Natural Resources
Public Drinking Water Program
Certificate of Competency



DSI

WATER DISTRIBUTION LEVEL - I

Stacy A. Chandler

This is to Certify that
having submitted satisfactory evidence of his/her qualifications, knowledge and experience, has been awarded this
certificate of competency in drinking water system operations, as provided for in Public Drinking Water Program,
Certification of Public Water System Operators Rule 10 CSR 60-14.020, effective August 1, 2001.

CERTIFICATION NUMBER 9442

ORIGINAL ISSUE DATE April 4, 2007

CERTIFICATE EXPIRES April 30, 2010
RENEWAL STICKER

Gordon Beley
Issued By

[Signature]
Director, Water Protection Program