### BEFORE THE PUBLIC SERVICE COMMISSION STATE OF MISSOURI

The Staff of the Missouri Public	)
Service Commission,	)
Complainant,	)
v.	) Case No. WC-2008-0030
Suburban Water and Sewer Company	)
and	)
Gordon Burnam,	)
Respondents.	)

### **RESPONDENTS' NOTICE OF SATISFACTION**

COME NOW Respondents Suburban Water and Sewer Company ("Suburban") and Gordon Burnam ("Burnam") and, pursuant to 4 CSR 240-2.070(7), for their Notice of Satisfaction state as follows:

- 1. Burnam has entered his appearance specially for the purpose of contesting this tribunal's jurisdiction over him. Nothing contained herein is a waiver of his rights to object or a submission to this tribunal's jurisdiction.
- 2. The Complaint in this action requests (1) an order from the Commission directing Complainant to investigate and file a recommendation concerning the quality of water supplied by Suburban, and (2) an order directing Suburban to make improvements necessary to promote the public interest, preserve public health, protect those using the Suburban water system, and ensure the provision of safe and adequate water service. Respondents hereby state that Suburban has already undertaken improvements and measures to promote the public interest, preserve public health, protect the users of Suburban's water system, and ensure that safe and adequate water service is being provided.

- 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 as 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

Matthew S. Volkert, MO Bar Number 50631 Thomas M. Harrison, MO Bar Number 36617 Van Matre Harrison, and Volkert, P.C.

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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. <sup>1</sup> Estimated billings may occur in case of extreme weather conditions, emergencies or lack of access to the customer's premises. <sup>2</sup>

### 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 5<sup>th</sup> 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.<sup>3</sup>

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.<sup>4</sup>

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.

<sup>2</sup> 4 CSR 240-13 page 4

<sup>1 4</sup> CSR 240-13 page 4

<sup>&</sup>lt;sup>3</sup> P.S.C. Rules & Regulations Rule 31

<sup>&</sup>lt;sup>4</sup> 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 owed 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 <sup>5</sup>

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.

<sup>&</sup>lt;sup>5</sup> 4 CSR 240-13 page 7

### Exhibit B

Building Meters Pump Well Land Organization Chlorinator Water lines Standpipe 36655 14904 14980 1978 6840 1200 3000 750 (3)165 1979 (8)30475 1980 (2)13156 1986 (5)24775 (28)59738 669275 <6840> <500> 232375 1987 (19)<71984> 1989 <669275> 10369 1994 1997 (4)21678 (4)<230> <10369> | <9032> | <9977> 1998 9032 9977 
 2001
 2006
 12/31/2006
 Depectation 2005
 Depreciation 2006
 Rate %

 14904
 6723
 249
 1.67%
 14878 <232375> 982 36655 14878 14980 1128 1200 982 11718 19791 9977 2324 1128 1200 1487 434 733 98 0 10.00% 10.00% 10.00% 2.90% 2.00% 5.00%

Suburban Water and Sewer Continuous Property Report

Cost 12/06

## Meter List Duplexes, Apartments, Houses

## Suburban Water and Sewer Co.

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

Meter List

Duplexes, Apartments, Houses

## Suburban Water and Sewer Co.

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

### Suburban Water and Sewer Co.

Name	Address	I.D.#	I.D.# Meter Purchased N	New Meter Data	Install Date	Install Date Old Meter Data	Test Date	Replacement Reason
K. McDonald	7212 Moberly Dr.		8/13/2007 0	8/13/2007 07046526-Hersey	8/14/2007	90174292-Kent	3/23/2007	3/23/2007 replace old meter
E. Okulicz	7208 Moberly Dr.	2	8/13/2007 0	8/13/2007 07046525-Hersey	8/14/2007	22771360-Rockwell	3/23/2007	3/23/2007 replace old meter
S. Herriford	7204 Moberly Dr.	ω	8/13/2007 0	07046521-Hersey	8/14/2007	8/14/2007 04117752-Hersey	3/23/2007	3/23/2007 replace old meter
T. Craig	7200 Moberly Dr.	4	8/13/2007 0	07046522-Hersey	8/14/2007	36145886-Neptune	3/23/2007	3/23/2007 replace old meter
J. Deakins	7128 Moberly Dr.	ڻ ت	8/13/2007 0	07046523-Hersey	8/14/2007	44279169-Sensus	3/23/2007	3/23/2007 replace old meter
C. Ludeman	7124 Moberly Dr.	6	8/13/2007 0	8/13/2007 07046524-Hersey	8/14/2007	44279470-Sensus	3/23/2007	3/23/2007 replace old meter
J. Paugh	7120 Moberly Dr.	7	8/13/2007 0	8/13/2007 07076375-Hersey	8/14/2007	36145890-Neptune	5/22/2007	5/22/2007 replace old meter
R. Herman	7112 Moberly Dr.	&	July, 2005 0	July, 2005 04153346-Hersey	7/19/2007	7654825-Kent	5/29/2005 broken	broken
R. Chott	7108 Moberly Dr.	9	8/13/2007 0	07076373-Hersey	8/14/2007	79K038164-Kent	5/22/2007	5/22/2007 replace old meter
M. Miller	7104 Moberly Dr.	10	8/13/2007 0	8/13/2007 07076374-Hersey	8/14/2007	24390684-Rockwell	5/22/2007	5/22/2007 replace old meter
K. White	7100 Moberly Dr.	=	8/13/2007 0	8/13/2007 07076377-Hersey	8/14/2007	8/14/2007 24390686-Rockwell	5/22/2007	5/22/2007 replace old meter
A. Sartain	7016 Moberly Dr.	12	8/13/2007 0	8/13/2007 07076376-Hersey	8/14/2007	8/14/2007 05017771-Hersey	5/22/2007	5/22/2007 replace old meter
C. Clark	7012 Moberly Dr.	<u>3</u>	8/13/2007 0	07076378-Hersey	8/14/2007	05017769-Hersey	5/22/2007	5/22/2007 replace old meter
J. Kempf	7008 Moberly Dr.	14	8/13/2007 0	07046381-Hersey	8/14/2007	05017766-Hersey	3/23/2007	3/23/2007 replace old meter
L. Marreo	7005 Moberly Dr.,	19	8/13/2007 0	8/13/2007 07046378-Hersey	8/14/2007	81K010973-No Name	3/23/2007	3/23/2007 replace old meter
K. Dowell	500 Michael Ct.	21	July, 2005 0	July, 2005 04153397-Hersey	7/19/2007 79K038	79K038158-Kent	5/29/2005 broken	broken
R. Reynolds	7009 Moberly Dr.	22	8/13/2007 0	8/13/2007 07046379-Hersey	8/14/2007	8/14/2007 01024527-Hersey	3/23/2007	3/23/2007 replace old meter
N. Dodd	7017 Moberly Dr.	25	8/13/2007 0	8/13/2007 07046377-Hersey	8/14/2007	22771308-Rockwell	3/23/2007	3/23/2007 replace old meter
M. Clark	501 Michael Ct.	26	8/13/2007 0	07046515-Hersey	8/14/2007	No #Kent	3/23/2007	3/23/2007 replace old meter
S. DeJaynes	7101 Moberly Dr.	27	8/13/2007 0	8/13/2007 07046516-Hersey	8/14/2007	2040684-Carlon	3/23/2007	3/23/2007 replace old meter
D. Liddicoat	7105 Moberly Dr.	28	8/13/2007 0	07046517-Hersey	8/14/2007 8600061	86000617-Kent	3/23/2007	3/23/2007 replace old meter
J. Tellman	504 Timothy Ct.	29	8/13/2007 0	8/13/2007 07046518-Hersey	8/14/2007 3614589	36145893-Neptune	3/23/2007	3/23/2007 replace old meter
E. Jones	508 Timothy Ct.	30	8/13/2007 0	8/13/2007 07046519-Hersey	8/14/2007 0501776	05017767-Hersey	3/23/2007	3/23/2007 replace old meter
B. Fobes	601 Timothy Ct.	႘ၟ	8/13/2007 0	07046520-Hersey	8/14/2007	36145767-Neptune	3/23/2007	3/23/2007 replace old meter
T. Lawson	7121 Moberly Dr.	34	8/13/2007 0	8/13/2007 07046419-Hersey	8/15/2007	8/15/2007 2040687-Carlon	3/23/2007	3/23/2007 replace old meter

## Suburban Water and Sewer Co.

							R. Stout 7004 Moberly Dr., 14A	S. Reed 7000 Moberly Dr. 50	C. Lambert 7209 Moberly Dr. 45	L. Cummings 7205 Moberly Dr. 44	V. Meyer 7201 Moberly Dr. 43	T. Thompson 7137 Moberly Dr. 42	S. English 7133 Moberly Dr. 41	B. Jones 7129 Moberly Dr. 40	D. Carrier 7125 Moberly Dr. 39	T. Devine 7117 Moberly Dr. 38	D. Welty 505 Timothy Ct. 37	M. Curtis 7113 Moberly Dr. 36	M. Garcia 7109 Moberly Dr. 35	Name Address I.D.#IV
			Acceptance of the second secon				8/13/2007 070	8/13/2007 070	8/15/2007 07(	8/15/2007 070	8/15/2007 070	8/15/2007 070	8/15/2007 030	8/15/2007 070	8/13/2007 070	8/13/2007 07	8/13/2007 07	8/13/2007 07	8/13/2007 07/	I.D.# Weter Purchased New Meter Data
	•					AVANATATION OF THE PARTY OF THE	8/13/2007 07046382-Hersey	8/13/2007 07046380-Hersey	8/15/2007 07046430-Hersey	8/15/2007 07046429-Hersey	8/15/2007 07046428-Hersey	8/15/2007 07046427-Hersey	8/15/2007 03046426-Hersey	8/15/2007 07046425-Hersey	8/13/2007 07046424-Hersey	8/13/2007 07046423-Hersey	8/13/2007 07046422-Hersey	8/13/2007 07046421-Hersey	8/13/2007 07046420-Hersey	
							8/14/2007 9	8/14/2007 485338	8/15/2007 010546	8/15/2007 9	8/15/2007 252523	8/15/2007 3	8/15/2007 8	8/15/2007 361457	8/15/2007 755044	8/15/2007 360006	8/15/2007 9	8/15/2007 396834	8/15/2007 3	istall Date C
							8/14/2007 97441730-Precision	8533871-Sensus	1054678-Hersey	8/15/2007 95433142-Precision	5252376-Rockwell	8/15/2007 36145887-Neptune	8/15/2007 81K010972-No Name	6145771-Neptune	5504496-Kent	6000613-Kent	8/15/2007 95433146-Precision	9683407-Rockwell	8/15/2007 36145764-Neptune	Install Date Old Meter Data
							3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	3/23/2007	lest Date
							3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	3/23/2007 replace old meter	Replacement Reason

### Exhibit C

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



# WATER DISTRIBUTION LE

This is to Certify that

Stacy A. Chandler

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 60-14020, effective August 1, 2001

CERTIFICATION NUMBER

9442

ORIGINAL ISSUE DATE April 4, 2007

CENTIFICATE EXPIRES April 30,

2010