

Mr. Lee,

You have provided information regarding your complaints in Missouri-American's previous rate case, Case No. WR-2008-0311. This information was provided at the Local Public Hearing held on September 24, 2008 at the University of Missouri-St. Louis. I have contacted my legal department and I have been informed that in order for the information you provided on that date to be used in this proceeding, you will need to ask the Judge assigned to this case to take notice of that information. It is my understanding that you will make that request during the hearing phase of this proceeding. At this time, there is not a hearing date set. The Company's report is due tomorrow and Staff's report is due on March 20. It will be after that last date before the Commission will move to setting up a hearing date.

Also, I have received your voice mail from this morning. You indicated you had some questions regarding contacting MAWC to get information. I am responding to that message via email since I think it will be easier to give you the information. According to the service list in this case, you can contact MAWC at:

MAWC  
Legal Department  
727 Craig Road  
St. Louis, MO 63141

As always, if you have any further questions, please let me know.

Jim

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**From:** Rob [mailto:energyhealingarts@gmail.com]  
**Sent:** Thursday, February 26, 2009 10:11 AM  
**To:** Busch, Jim  
**Cc:** Baker, Jack; Janson Thomas; Dietrich, Natelle\*; Reed, Steven  
**Subject:** Re: 11334 Larimore Leak

Jim Good Morning,

There is still water flowing into my basement and it hasn't rained in a week or two. Several days ago they again pumped over 4 feet of water out of the neighboring house on McQuay. There is still water flowing out of the ground in at least three places near my home, that I know of. Showers and thunderstorms are predicted for the next couple days. What would you recommend?

I received the complaint forms in the mail yesterday, thank you for sending them.

I also wanted to ask again if you could let me know in writing how to connect the rate increase file to this connection. The mold has affected my brain and it is difficult for me to get through processes. If you could please just email the instruction to me I would appreciate it. Thanks in advance

Rob

Busch, Jim wrote:

Mr. Lee,

Sorry for the delay, but you should have received notification when you first sent me this email that I am out of the office.

I am sorry that you are not satisfied with my update of the situation on Larimore.

At this time, MAWC is in the process of responding to your complaint. Its response is due to be filed on February 27, 2009. Staff's response is due on March 20, 2009.

Jim

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**From:** Rob [[energyhealingarts@gmail.com](mailto:energyhealingarts@gmail.com)]  
**Sent:** Wednesday, February 11, 2009 10:41 PM  
**To:** Busch, Jim; Baker, Jack; Janson Thomas; Dietrich, Natelle\*  
**Subject:** Re: 11334 Larimore Leak

Mr Busch, Some how we seem to be having two different conversations here. I will repeat the questions because it appears you have ignored them.

Here are the questions again: [Here are the possible answers in blue.](#)

1. Has MAWC connected the ultrasonic test equipment and listened for leaks on the service lines at 11330 and 11334 Larimore [YES](#) [NO](#)
2. What are the results of the test [PASS = no leak](#) or [FAIL = leaks](#)
3. Are you saying that MAWC tested the service lines at 11330 and 11334 Larimore and they passed the test and are [defiantly not leaking?](#) [YES](#) [NO](#)
4. If MAWC suspects this is septic sewage water and they had a sample of the water in their lab did they perform a sanitary test on the water sample that they took from this leak? [YES](#) [NO](#)
5. If it is sewer water have they notified the home owner that his septic tank is full? [YES](#) [NO](#)

The several thousands of gallons of clear water a day running out of the ground for nearly a year in front of 11334 Larimore could not possibly be going through a septic leach field that quickly without having sewage in it. With this volume of water this home owner could not afford his bill for all this time.

On the phone the other day when I asked you about MAWC testing this address you told me their water

main is on the other side of the road.

It sounds to me like they are using "a toilet leak" and "On the other side of the road" as an excuse to not perform the proper testing.

"NO INDICATION" does that mean that there was no water spewing out of the ground so they assumed it wasn't leaking or that the "main is on the other side of the road" was the no indication?

Please answer these questions

Also could you please send me the instruction again for getting the rate increase file hooked up with this complaint.

Thanks

Rob

Busch, Jim wrote:

Mr. Lee,

What I said in my earlier email was that near the time when you sent photos of ice in front of the home at 11330, MAWC had investigated a complaint by the resident. While MAWC was investigating, it did not find a leak on the service line. However, there was a leaking toilet and a broken stop and waste valve. It does seem plausible to me that if a residence had a severe leak that could cause issues with the septic system, that there would not necessarily be sewage or a sewage smell in the yard.

Jim

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**From:** Rob [<mailto:energyhealingarts@gmail.com>]  
**Sent:** Wednesday, February 11, 2009 1:24 PM  
**To:** Busch, Jim  
**Cc:** Happy, Kim\*; Janson Thomas; Baker, Jack; Dietrich, Natelle\*  
**Subject:** Re: 11334 Larimore Leak

Mr Busch,

My basement has leaked or seeped non stop for well over a year now. I could send photos if you don't already have some. I showed you the day you came to my house.

I am unclear on what you are saying to me here.

1. Are you saying that MAWC tested the service lines at 11330 and 11334 Larimore and they passed the test and are defiantly not leaking?
2. "NO INDICATION" does that mean that there was no water spewing out of the ground so they assumed it wasn't leaking?

3. Or are you saying that you called them and asked them to test the lines and they told you about a situation in December that obviously has not correct the problem and nothing has been done since. And MAWC refused to test the service lines on this request?

I have not noticed a sewage type smell in the yard as I have seen other around other over flowing septic tanks. The yards would not be saturated with water they would be saturated with sewage if this was the case, correct? Has the water tested positive for sewage? That should be easy enough shouldn't it? The water running out of that yard is very clear and has no smell. It has run out in a drainage ditch for many many months and has left no smelly residue or trail of any kind as you would expect it to do it it were sewage.

Please clarify if you would what you are saying.

Thanks

Rob

Kim Please add this communication to Case # WC-2009-0277

Busch, Jim wrote:

Mr. Lee,

I forwarded the information about the water in the yard on Larimore to MAWC. MAWC indicated that one of the residents at the properties indicated called about a potential leak/high bill in late December due. MAWC investigated the leak and saw the meter running. However, there was no indication of a leak in the service line. However, there was a leaking toilet plus a broken stop and waste valve in the home. This leak could cause water to flow into the septic tank which could then overflow, causing the yards to be saturated with water. Since MAWC's visit to the customer and explanation of the problems in the home, the customer has not responded if they have fixed the problem.

In our earlier conversations this week, you did not indicate that there was water in your basement. Now, after the heavy rain there is water in your basement? Is that correct?

Jim

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**From:** Rob [<mailto:energyhealingarts@gmail.com>]

**Sent:** Wednesday, February 11, 2009 12:02 AM

**To:** Busch, Jim; Happy, Kim\*

**Cc:** Janson Thomas; Baker, Jack

**Subject:** Re: 11334 Larimore Leak

Jim,

On 2/6/09 I sent this email again asking for help. It has been raining heavily and my basement is full of water and the sump pump has been cycling often. Have you heard anything from MAW on if the service lines to these 2 properties on Larimore are leaking or not?

Please let me know

Thanks Rob

Kim Please add this communication to Case # WC-2009-0277