

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

MAR 20 2009

Name: Kim Sullens
Complainant)
)
vs.)
)
Company Name: Aqua Missouri
Respondent)

Missouri Public
Service Commission

Case No.

COMPLAINT

Complainant resides at 3444 Horseshoe Rd
(address of complainant)
Jefferson City MO 65109

1. Respondent, Aqua Missouri
(company name)
of Bryn Mawr, PA
(location of company), is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

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

My service was disconnected and I was forced to pay \$714.39 to have ~~my~~ my service restored even though I have never ~~received~~ received a bill for said amount. In fact, I have 10 day shut off notices that specifically state there is no reconnection fee.

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

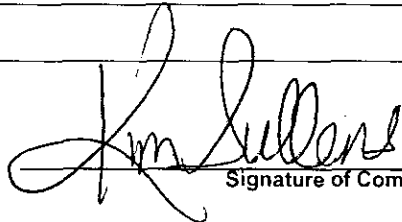
I have talked to every person that I could contact at this agency I even took my notice in hand personally to the Jefferson City office to show them it said zero reconnection fee and again was told sorry but it is \$714.39 Again this was only verbal still no documentation/bill.

WHEREFORE, Complainant now requests the following relief:

I am requesting reimbursement of the \$714.39 I was forced to pay for service reconnection. Also, I request the charges for sewer service from 1-20-09 to 2-27-09 be removed as I did not have service during this time

3-17-09

Date



Signature of Complainant

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