

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Missouri-American Water Company's)
Request for Authority to Implement A General Rate)
Increase for Water and Sewer Service Provided in)
Missouri Service Areas.)
Case No. WR-2011-0337

NOTICE REGARDING EXTRA-RECORD COMMUNICATION

Issue Date: February 23, 2012

On February 23, 2012, I received the attached correspondence from Susan Henderson, StoneBridge Village Property Owner, by US Mail.

Respectfully submitted,


Kevin D. Gunn, Chairman

Dated at Jefferson City, Missouri, on
this 23rd day of February, 2012.

02-13-2012

Kevin Gunn
Missouri Public Service Commission
Governor Office Building
200 Madison Street
P. O. Box 360
Jefferson City, Missouri 65102

Subject: Copy of letter sent to MOAWC Case No. WR-2011-0337

Mr. Kartmann,

I am a property owner in StoneBridge Village. It is my understanding that Missouri American Water Corp is attempting to increase my water and sewer rates. I have also received conflicting information that Missouri American Water will be attempting to charge me for any needed service done to my grinder pump. I hope this is not true, therefore I am asking that you reply to this letter so that I can be accurately informed as to what is being done to my rates and why.

My water usage is extremely high in the summer months. As a resident of StoneBridge Village I am required to have an underground irrigation system. This system operates off the same meter as my house water requiring me to pay a commodity fee on my irrigation. If you would apply the numbers mentioned by your organization to my use, you will see that the increase is devastating. I am sure that the sizeable connect fees are set up to make up for the brunt of Roark's infrastructure losses. **Why such a major increase for my property?**

The sewer fee has me concerned as well. Where is the added operational cost coming from? It is my understanding that Roark Water abandoned the treatment plant and all my wastewater is being pumped to Branson. Was there a bond associated with the plant that Missouri American Water is paying on? If not, I seem to be missing a major piece of the puzzle for my rate to nearly triple.

The minimum increase was understated on the comment card I received. Under the proposed rates there is no usage applied to the minimum. I urge you to review the comment card sent out by Missouri American and take appropriate action.

Water is a necessity and in my opinion is our most precious resource. I understand that I have only one option, which is to pay for my water. Before coming to a decision I strongly request that Missouri American Water and the Public Service Commission look at the financial impact this rate increase will have for everyone in StoneBridge Village.

StoneBridge Village Property Owner,



Susan Henderson
406 Silverwood Cir.
Branson West, MO 65737-9237

[Handwritten signature]

(417) 337-9586

Case#WR-2011-0337

Phone

Cc. Kevin Gunn

Christina Baker

Please see our comments to Attorney Baker. That is our added concern that members of the PSC have already made their decision irrespective of our concerns and comments. Sincerely, Susan Henderson