

**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: March 26, 2012

On March 26, 2012, I received the attached correspondence from Ray A. Gerritzen, Gerritzen & Gerritzen Attorneys and Counselors At Law in St. Louis, Missouri, by US Mail.

Respectfully submitted,

  
Kevin D. Gunn, Chairman

Dated at Jefferson City, Missouri, on  
this 26<sup>th</sup> day of March, 2012.

# GERRITZEN & GERRITZEN

ATTORNEYS AND COUNSELORS AT LAW

SUITE 2205

ONE U.S. BANK PLAZA

505 NORTH 7TH STREET

ST. LOUIS, MISSOURI 63101-1600

AL F. GERRITZEN (1896-1962)

LEO W. GERRITZEN (1898-1939)

RAY A. GERRITZEN

MICHAEL A. GERRITZEN\*

TELEPHONE: (314) 231-2786

FAX: (314) 231-2587

March 21, 2012

\*LICENSED IN MISSOURI & ILLINOIS

Mr. Kevin Gunn  
Chairman  
Missouri Public Service Commission  
200 Madison St.  
Jefferson City, MO 65101

In re: Missouri American Water Company

Dear Mr. Gunn:

I understand that the Missouri Public Service Commission is considering amending Chapter 13 of your regulations, which apparently govern utilities in the State of Missouri. Your name and address was given to me by Pam, of the Missouri Public Service Commission. I wish to bring to your attention that the Missouri American Water Company has a ridiculous policy, in my opinion, of sending out bills, giving people four or five days to pay, and perhaps ten days, at the most, to be delinquent. In today's world thirty days is considered cash. Pam also advised me that Chapter 13 currently provides that the Missouri Public Service Commission can demand payment within sixteen days of their mailing of the bill. This is absurd, particularly in view of the fact that the post office service sometimes equals the Pony Express.

I strongly urge you to change the time limit in which customers of, not only the Missouri American Water Company but all utilities, are given thirty days in which to pay their bill.

In today's fast moving world, people travel, and go on vacations, and the bill arrives too late to comply with the shorter regulation time limit.

Mr. Kevin Gunn  
March 21, 2012  
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Yours very truly

GERRITZEN & GERRITZEN

A handwritten signature in cursive script, appearing to read "Ray A. Gerritzen".

Ray A. Gerritzen

RAG/nsw