

**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) **Case No. WR-2011-0337**
Increase for Water and Sewer Service Provided in)
Missouri Service Areas.)

NOTICE REGARDING EXTRA-RECORD COMMUNICATION

Issue Date: February 21, 2012

On February 21, 2012, I received the attached correspondence from Lon R. McLauchlin by US Mail.

Respectfully submitted,



Kevin D. Gunn, Chairman

Dated at Jefferson City, Missouri, on this
21st day of February, 2012.

February 17, 2012

Christina Baker, P.E., JD
Senior Public Counsel
Governor Office Building Suite 650
200 Madison Street
Jefferson City, Missouri 65102

Subject: Case # WR-2011-0337

Dear Ms. Baker,

I am upset with the proposed rate increase by the Missouri American Water Corporation. I live in StoneBridge Village.

We all let our feelings be known to Jeff Davis in the hearing here in Branson. Now we are told that he is no longer on the commission. Hopefully, our strong feelings are on the record. The water rate increase based on water usage will be devastating. When we found the wastewater/sewer fee will nearly triple and it is simply being pumped to Branson, we could not believe the commission would not strongly object. In addition, the figures given on the comment card are just WRONG. We pointed this out in the meeting.

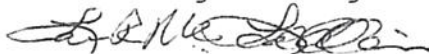
We are required to have irrigation systems in our yards. Our bills are already up to \$200-\$300 in the summer. Most of this is not going to wastewater to be treated. Can we install separate meters for irrigation to measure our usage for irrigation? If not, then growth in StoneBridge will be affected since 75% of our yards are required to be green.

Will you be our voice? Can we get fair representation in Jefferson City?

We have no choice but to use water from the Missouri American Water Corporation and we feel we are being stuck with an unfair, unreasonable, and unheard of percentage increase in our water rates.

HOW DO WE APPEAL?

StoneBridge Village Property Owner



Lon R. McLauchlin

cc: Frank Kartmann, Kevin Gunn, Bill Hasler

Lon R. McLauchlin
204 Silver Oak Lane
Reeds Spring, MO 65737
(417) 334-9659