

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
April 25, 2013
Data Center
Missouri Public
Service Commission

Name: Charles Harter
Complainant

vs.

Case No.

Company Name: Missouri American Water
Respondent

COMPLAINT

Complainant resides at 827 S. Sappington St. St. Louis Mo 63126
(address of complainant)

Informal Complaint C201301648

1. Respondent, Missouri American Water
(company name)

of Alton, Ill.
(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:

Missouri American Water employs improper and illegal Disconnection Procedures. Respondent refuses to honor its own budget payment agreements and disconnects after agreeing not to. Respondent employs 3rd party private contractors (Kers) who, because they are only paid if they disconnect, always do so. A company man would obey PSC rules and be paid a salary regardless whether he disconnects or not. The Kers and Respondent do not knock on door first, they disconnect first, then give notice. Complainant paid pursuant to a budget agreement. Respondent later claimed to revoke the budget agreement because the poverty help organization (CASTLE) was late paying its pledge on behalf of complainant. This is wrong. Once Respondent accepts CASTLE pledge it cannot attribute any to the consumer.

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

Complainant tried to talk to the person in his lawn doing disconnection but they would not respond. Respondent Reneged on all agreements. Complainant kept all of his agreements. Respondent instructed to pay \$45 which he did at Fenton Diebergs on 1-24. Called Respondent who said OK, we will mail you payment letter for other two budget payments. Then out of blue instead disconnected on 2-6. This complaint incorporates prior informal complaints to wit: C200904281; C201100914; C201106237 with C. 201301648. Respondent does not coordinate its own phone actions, and continues automated collection calls after disconnections after a budget payment agreement has been reached with consumer, this undercutting their own authority. Everyone at CAASDE said Water Co (Respondent) is the meanest utility.

WHEREFORE, Complainant now requests the following relief:

Refund to complainant any and all charges or fees related to disconnection, specifically including the \$50 charged on 2-6-13; to require respondent employees only to disconnect, not 3rd party contractors; to require all disconnectors to give notice by knocking on door before disconnection; to stop and not disconnect any customer who claims budget payment status until Respondent can confirm, prove or allow such status.

4/22/13

Date

314-821-1334

Complainant's Phone Number

Signature of Complainant

harkycharter@sbcglobal.net

Complainant's E-mail Address

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