BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

CHARLES HARTER, )

COMPLAINANT )

V. )CASE NO.WC2013-0468

)SMALL FORMAL COMPLAINT

MISSOURI AMERICAN WATER COMPANY, )

RESPONDENT )

COMPLAINANT’S MEMORANDUM OF LEAK FIXING

REQUEST FOR TEMPORARY STAY OF REPORT & ORDER

TO RECEIVE NEW INFORMATION RELEVANT TO RECONSIDERATION

Complainant believes that he has, at this moment (10:00am 12-5-13) apparently corrected the major leak in his house at 827 S. Sappington, 63126.  Although one other leak may still be problematic, complainant asks that respondent please monitor as closely as possible water usage from this point on.  If, as expected after the leak is fixed, usage will return down from the current 60s (where if has been lately) to the 20's (where it was for ten years), then please respond with the appropriate procedure to correct water rates and rebate the over billing which will have occurred during the leak..

Complainant notes from the figures Respondent provided at hearing and which were introduced as exhibit 2, that usage has been over 60 for many months, or double what complainant expects the actual usage to have been.  If a complaint in the PSC is the only way to rectify this, then either please accept this as complainant’s anticipatory complaint or please anticipate that I will be filing a complaint in January or February if the demonstrated water usage does, in fact, drop from the 60s back to the 20s, and if American Water would then still refuse to rebate their over billing during the period of leak.

If possible, please also consider this “leak” issue will be included in COMPLAINANT’S APPLICATION FOR REHEARING FROM REPORT AND ORDER OF NOVEMBER 27, 2013 which will be filed soon. Complainant seeks to make the most efficient use of the time available to the commission, to possibly hold or STAY the decision on whether or not to grant rehearing (assuming complainant timely files his request for rehearing) until after the January meter reading is in and the measured usage for December (post-leak) is available. Complainant notes that the Commission can correct its orders nunc pro tunc by 4 CSR 240-2.160(4).

Complainant hopes that the new usage reading can determine (or at least illustrate) whether or not a leak has been occurring and whether or not complaints of over billing thus have merit, and whether respondent’s claimed water bill and claimed delinquency needs to be adjusted or abated, and certainly whether disconnection should be reconsidered if the billed amounts are and have been incorrect.

WHEREFORE, complainant prays that this Honorable Commission Order respondent to report to the Commission as soon as available, Complainant’s next meter reading which shows actual usage since 12-5-13, and that this Honorable Commission Stay its Report and Order of November 27, 2013 pending receipt of this information such as to make it available during the Reconsideration of its Order.

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