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RE: Case Nos. EW-2013-0045, GW-2-13-0046 and WW-2013-0047

Missouri Public Service Commission:

AARP applauds the Commission for recognizing the difficulty faced by low-income utility consumers face in affording utility service for electric, natural gas, and water service, and is encouraged by the Commission's action in opening these investigative cases. The need is indeed great, and it is going to take a collaborative effort to find the best solutions.

AARP is glad to have worked with utilities and consumer groups in the past to reach settlements in the context of rate cases that set up low income pilot programs that attempt to reduce the impact of rising utility rates on low income customers, and to address safety issues for older low income customers. We agree that it is time to move beyond pilot programs.

In response to your request, I offer the attached comments, developed by AARP utility experts. We look forward to engaging in productive dialogue on these very important issues.

Sincerely,

A handwritten signature in black ink, appearing to read "Craig Eichelman". The signature is fluid and cursive, with a long horizontal stroke at the end.

Craig Eichelman

Missouri State Director