

## Missouri American Water

P.O. Box 578, Alton IL 62002  
1-866-430-0820

08/10/2011

Andrew G Smith  
10408 Manchester Rd Ste 209  
Saint Louis MO 63122-1556

Account Number: 35-0631006-3  
Premise Number: 350035000  
637 Highland Park Dr

Dear Customer:

On Friday, August 5, 2011, we determined that your meter had stopped registering water usage. The malfunctioning meter has since been replaced.

Your forthcoming bill will contain a debit adjustment in the amount of \$1149.15 for the period of Thursday, October 7, 2010 to Friday, August 5, 2011. This charge represents estimated usage for the period of time in which your meter failed to register actual usage. The estimated usage is based on actual historical usage information for your premise.

We apologize for any inconvenience this additional charge may cause. Should the amount of this bill create a financial hardship, we will be glad to offer extended payment terms. Please contact our 24-hour Customer Service Center at 1-866-430-0820 for assistance.

Sincerely,

Customer Service

NONREGMTR

49128945

APPENDIX A

**Missouri American Water**

P.O. Box 578, Alton IL 62002  
1-866-430-0820

08/30/2011

Andrew G Smith  
10408 Manchester Rd Ste 209  
Saint Louis MO 63122-1556

Account Number: 35-0631006-3  
Premise Number: 350035000  
637 Highland Park Dr  
Chesterfield MO

Dear Customer:

Thank you for your recent inquiry. Your makeup bill was based on historical usage from October 7, 2009 to October 7, 2010. During this time frame you were billed 573 units over 365 days which equals a per day average of 1.56986. We then took your per day average and multiplied by the 302 days being back billed. This would show unbilled usage of 474 units, multiplied by rate 2.3925 for amount of \$1,134.05 that was applied on August 12, 2011.

We are allowed to back bill up to one year or 365 days per our tariff. Because we do realize that this may have caused a financial hardship, we do offer payment arrangements to our customers.

Should you have any questions, please feel free to contact our Customer Service Department at 1-866-430-0820. We are available to assist you 24 hours per day, 7 days a week for your convenience.

You may be able to save time by managing your account with My H2O Online, the customer self-service section of our Web site. You can check your account balance, pay your bill, or schedule some service appointments from the comfort of your home. You also can sign up for our free and convenient EFT program that automatically pays your bill directly from your bank account. Please visit [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Sincerely,

Billing Department

ADHOC

049545405

APPENDIX B

FORM NO. 13

P.S.C.MO.No. 6

Original

SHEET No. R7.0

Cancelling P.S.C.MO.No.

Revised

Original

SHEET No.

Revised

ST. LOUIS COUNTY WATER COMPANY

For

ST. LOUIS COUNTY, MISSOURI

Name of Issuing Corporation

Community, Town or City

METER TESTING/ADJUSTMENTS FOR METER ERROR  
(ADJUSTMENT TO BILL FOR METER ERROR)

RULE 7.0 Customers shall accept the meter installed by the Company as the standard of measurement for water service. If the meter, when inspected and tested using the Company's intermediate and maximum flow rate testing procedures, shall be found to be more than five percent (5%) defective or incorrect to the prejudice of the customer or the Company, the Company, as a basis for adjusting the billing to the customer, will determine the quantity of water used, either by a test of the meter, by the amount of water used during a corresponding period the preceding year, or by an estimate based on the average amount of water used during the preceding twelve months proportioned to the period during which the meter is shown to have become defective or inaccurate, at the Company's option. If the Company is unable to read a customer's meter at a regular reading time, the Company shall estimate the amount of water used for billing purposes as described in Rule 5.0, which billing shall be adjusted, if necessary, at the time a meter reading is obtained.

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\*Indicates new rate or text  
+Indicates change

CANCELLED

10-15-11

DATE OF ISSUE

SEP 24 1984

DATE EFFECTIVE

OCT 24 1984

month day year

month day year

ISSUED BY

H. E. Molman, V.P., Comp.; 535 N. New Ballas Rd., St. Louis, MO 63141

name of officer

title

address

APPENDIX C

## Missouri American Water

P.O. Box 578, Alton IL 62002  
1-866-430-0820

10/06/2011

Andrew G Smith  
10408 Manchester Rd Ste 209  
Saint Louis MO 63122-1556

Account Number: 35-0631006-3  
Premise Number: 350035000  
637 Highland Park Dr

Dear Customer:

This letter is in reference to an inquiry of Wednesday, September 21, 2011 regarding the above account.

We have made several unsuccessful attempts to reach you by telephone. Please contact our Customer Service Center at 1-866-430-0820 and provide us with a number where you can be reached during normal business hours.

An account specialist will return your call and work to find a satisfactory resolution to your concerns. We appreciate your assistance in this matter and apologize for any additional inconvenience caused.

Sincerely,

Customer Service

ATTP1

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APPENDIX D