## BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of Missouri-American Water Company for a Certificate of Convenience and Necessity Authorizing it to Install, Own, Acquire, Construct, Operate, Control, Manage and Maintain a Water and Sewer System in an area of Pettis County, Missouri (Monsees Lake Estates Subdivision).

File No. WA-2022-0229

## NOTICE OF COMPLETION

COMES NOW Missouri-American Water Company (MAWC), and, as its Notice of

Completion states the following to the Missouri Public Service Commission (Commission):

1. The Commission issued its Order Approving Transfer of Assets and Granting Certificate

of Convenience and Necessity ("Order") on July 21, 2022 with an Effective Date of August 20,

2022.

2. The closing contemplated by the Order was completed on October 14, 2022.

- 3. MAWC filed a Notice of Closing on October 14, 2022.
- 4. MAWC hereby provides notice that pursuant to the Order, the following have been

completed with copies provided to the Commission where applicable.

(1) MAWC has provided training to its call center personnel regarding rates and rules applicable to the Monsees Lake Estates Subdivision water and sewer system customers, and MAWC has provided training to its call center personnel regarding MAWC's transaction fee procedures established after File No. WR-2020-0344;

(2) MAWC has updated future communications with Missouri customers, particularly but not exclusively its overdue/discontinuance notices, informational brochures, and website, to accurately reflect MAWC's current policies regarding debit/credit card transaction fees, within ten (10) business days after closing on the assets;

(3) MAWC informational brochure is in full compliance with Commission Rule 20 CSR 4240-13.040(3);

(4) MAWC has informed its customers, by using a bill message, that the customer rights and responsibilities section of its website has been updated, and that customers may call in to request an updated brochure, for three (3) monthly billing statements after the updates are completed, and has sent a sample bill for each month to the Commission's Customer Experience Department (CXD) Staff;

(5) MAWC has distributed to the Monsees Lake Estates Subdivision customers an informational brochure detailing the rights and responsibilities of the utility and its customers regarding its water and sewer service, consistent with the requirements of Commission Rule 20 CSR 4240-13.040(3), within thirty (30) days of closing on the assets;

(6) MAWC has provided to the CXD Staff an example of its actual communication with the Monsees Lake Estates Subdivision water and sewer system customers regarding its acquisition and operations of the water and sewer system assets, and how customers may reach MAWC.

WHERFORE, MAWC respectfully requests that the Commission consider this Notice of

Completion and such further orders as it shall find to be reasonable and just.

Respectfully submitted,

<u>/s/Tim Luft</u> Timothy W. Luft, Mo. Bar #40506 Corporate Counsel **MISSOURI-AMERICAN WATER COMPANY** 727 Craig Road St. Louis, MO 63141 (314) 996-2279 telephone <u>tim.luft@amwater.com</u>

## ATTORNEY FOR MISSOURI-AMERICAN WATER COMPANY

## **CERTIFICATE OF SERVICE**

I do hereby certify that a true and correct copy of the foregoing document has been sent by electronic mail this 9th day of December, 2022, to:

General Counsel's Office staffcounselservice@psc.mo.gov Office of the Public Counsel opcservice@opc.mo.gov

/s/ Tim Luft