

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

In the Matter of Missouri-American)
Water Company's Request for)
Authority to Implement General Rate)
Increase for Water and Sewer Service)
Provided in Missouri Service Areas)

File No. WR-2017-0285

NOTICE OF COMMUNICATION

Issued Date: March 06, 2018

Attach is a letter I received via the U.S. mail regarding the above captioned case.

The Commission has promulgated rules denoted as the "Standards of Conduct" at 4 CSR 240-4.010 and 4.020. Section 4 CSR 240-4.20 specifically deals with Ex Parte and Extra-Record Communication Rules. This notice is filed in conformance with that rule.



Maida J Coleman

Dated at Jefferson City, Missouri
On this 6th day of March, 2018

Robert E. Birdwell
87 Kings Drive
Florissant, MO 63034

Feb 3, 2018

Ms. Maida J. Coleman
Commissioner
Missouri Public Service Commission
200 Madison Street
Jefferson City, MO 65102

Via Certified Mail

Re: Post-Hearing Activity by Missouri American Water

Dear Commissioner Coleman:

I had the honor of attending one of the current rate case public hearings this past week, held at St Louis Community College / Florissant Valley on Monday, January 29th. It was the first time I had ever attended one of these events, and I appreciate being able to ask questions in the Q & A period, and to present my sworn testimony regarding my concerns, as a residential rate payer, to the Commission. And, it was a pleasure to meet you.

I will get right to the point of this letter. On Tuesday, January 30th I received an alert that my LinkedIn social media profile had been viewed, so I looked to see who was accessing my profile. It was a staff member of Missouri-American Water (MOAM). I then inquired via the MOAM Facebook page on Wednesday, January 31st why my social media was being accessed by staff at MOAM. I specifically asked what the business reason was they were doing such. The answer I received was that it "could be they were verifying I was a customer". Besides being laughable (MOAM has my name, can see I have been a water customer since at least 1999 and can see my two current residential service connections, and, since they have my service addresses, can easily access County tax information), I also find this insulting, wasteful in terms of MOAM resources and a bit intimidating regarding rate payer future interactions with MOAM and the PSC. The complete Facebook interaction with MOAM is attached. Also attached is the MOAM staff member profile I linked to via LinkedIn and identified as the person who viewed my profile. My guess is the person who accessed my profile was directed to do such.

I would appreciate you, the Commission and possibly the MOAM management looking into the methods and practices of MOAM staff around interactions with rate payers. Thank you in advance for your consideration.

Regards,


Robert E Birdwell

Bob Birdwell to Missouri American Water

January 31 at 9:50am ·

I attended the rate case hearing Monday, January 29th at St Louis Community College. I participated in the Q&A and provided sworn testimony to the PSC regarding the proposed rate increase. I find it odd that an employee of MO American Water was trolling my social media accounts the day after. I was not required to even show proof that I was an American Water rate payer for the hearing, yet I am subject to their "review" of my online presence. Just like the 52% increase in usage rate for residential, I find this trolling outrageous and abusive. On both counts, everyone in the area should be concerned.

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Missouri American Water What do you mean by trolling? What happened?

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Bob Birdwell What is the business reason an employee of yours was compelled to access my social media?

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Missouri American Water That's what I'm trying to find out. What did they do? Did they make some kind of comment?

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Bob Birdwell Missouri American Water What is the business reason your employee has to access my social media after the hearing? I will await your response.

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Missouri American Water Without having any more information it is impossible for me to answer this question. If you have a name or comment you would care to share I would be happy to investigate this for you.

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Bob Birdwell Missouri American Water it is not impossible. You should have procedures and protocols that direct staff activities, especially around rate cases and rate payer interactions. I can give you a name, and it clearly is a MOAM employee. I think I will ask the PSC and State to look into this. You seem to not be the person that can answer my base question.

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Missouri American Water It is not that I am trying to avoid your question. We do have policies on social media in the workplace. I cannot think of why a person would contact you unless they had a question related to the service we provide. I am also at a disadvantage because I have no idea what the nature of the interaction was. As far as your statement about proof of being a AW ratepayer for the hearing, I believe the PSC checks validates that all who testify are customers.

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Bob Birdwell Missouri American Water Your employee was on my LinkedIn page. They could have easily accessed my water bills for both my homes to confirm I am in fact a customer. So my question remains "What is the business reason a MOAM employee has to access my social media?"

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Missouri American Water First of all only a few of our employees had any access to account info at the hearings so it could be they were verifying you were a customer. I can only guess. Again, if you would provide a name I could address this further, but I assure you the intent was harmless.

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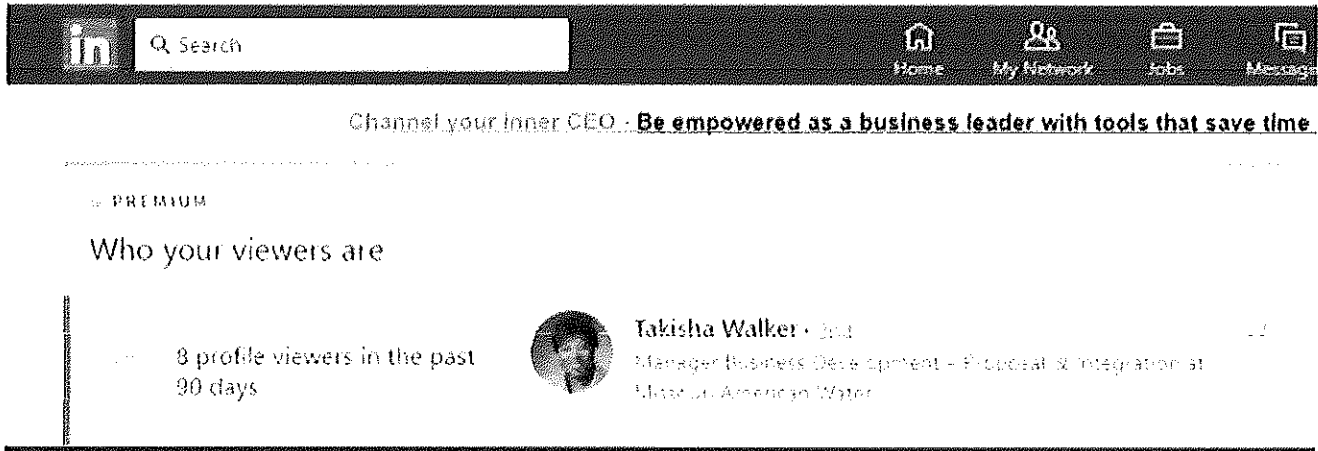


Bob Birdwell Missouri American Water Why does it take accessing my social media to verify I am a customer. There is nothing on my LinkedIn that indicates I am a customer, or specifically where I live other than "greater St Louis". Access the county property records to confirm. Match that to my water bill. Knowing more than that about me can be construed as intimidating a rate payer.

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The image is a screenshot of a LinkedIn profile page. At the top, there is a navigation bar with the LinkedIn logo, a search bar, and icons for Home, My Network, Jobs, and Messages. Below the navigation bar is a banner with the text "Channel your inner CEO - Be empowered as a business leader with tools that save time." Underneath the banner, the word "PREMIUM" is visible. The main section of the screenshot is titled "Who your viewers are" and shows a list of profile viewers. The first viewer listed is Takisha Walker, who is a Manager Business Development - Proposal & Integration at Metrolia American Water. To the left of the viewer list, it says "8 profile viewers in the past 90 days".

Channel your inner CEO - Be empowered as a business leader with tools that save time.

PREMIUM

Who your viewers are

8 profile viewers in the past 90 days

 **Takisha Walker** · 3rd
Manager Business Development - Proposal & Integration at Metrolia American Water