

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

FILED
October 13, 2020
Data Center
Missouri Public
Service Commission

Linda Beecham,)
)
Complainant,)
)
v.)
)
Missouri-American Water Company,)
)
Respondent.)

File No. WC-2020-0181

REBUTTAL TO THE PROCEDURES OF THE TESTING OF MY METER

First of all let me acknowledge the fact that I am not represented by council, and therefore may be at a slight inconvenience in preparing responses/rebuttals to issues of importance to this complaint. My respondents may believe this case should be settled and withdrawn, but the behavior of the respondent psses concern. Therefore, I am sending this rebuttal to the procedures in which the testing of the meter was done.

On Monday, September 21, 2020 at 10:57, a Field Service Representative, from Missouri American Water appeared at my address to remove the old meter for testing and installed a new one to replace the old one. The representative from Missouri American Water was cordial and asked if I would be attending the testing. I told him I would not but would take pictures of my old meter instead. I took pictures while the hole was open. The Field Representative indicated that I really needed to take a picture of the Code located on the meter itself. I took two pictures of the old meter showing both the identifying tag and the meter itself. However, since I could not attend the testing, I wanted to take a picture of my meter outside of the hole. Therefore, I asked the representative to let me know once my meter was out of the hole. His reply was sure, it will only take a couple of minutes, and the water will be tuned off for just a couple of minutes, also.

Well, what happened next is what has me unsatisfied with the testing procedures. The Field Representative did not let me know when the meter was out of the hole, nor was the water turned off for a couple of minutes. The person working in the kitchen at the time did not received any type of interruption of the water being turned off. When I went to the window to see where the Field Representative was with the meter, he had gone. I did not get to take an actual picture of the meter they took out of the hole therefore it is a possibility what was tested was not my actual meter. There is a benefit of doubt.

Also, all the extra history information submitted regarding the Neptune Meter, was overrated and unnecessary in this case. I am quite sure the Commission has that information on file, I did not particularly need to know the history of a Neptune Meter. Mechanical parts fail, they have technical issues, if that weren't true, evidence of broken water mains are on the increase in North County for the past 2 to 3 years I've seen and I've been a resident for 20 years at this location.

So in conclusion, since the meter they took out of the hole was in good condition, I am requesting the old meter be put back in it's original location until the time it is scheduled to be replaced.

Respectfully submitted,

Ms. Linda Beecham,

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