

STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

At a session of the Public Service  
Commission held at its office  
in Jefferson City on the 27th  
day of August, 1993.

Juanita D. Carter,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. WC-93-337</u>
	)	
St. Louis County Water Company,	)	
	)	
Respondent.	)	
	)	

ORDER OF DISMISSAL

On June 11, 1993, Juanita D. Carter (Complainant) filed a Complaint against St. Louis County Water Company (Company) stating therein that Company had failed to follow established rules in regards to estimated bills and had failed to follow her request to knock on the front basement window to gain access to the meter located in the basement of her residence. Complainant requested copies of accurate records and that her meter reading request be honored. On June 24, 1993 Company filed its Answer And Motion To Dismiss. On August 19, 1993 Company filed a letter of compliance stating therein that pursuant to its offer accepted by Complainant, an actual meter reading of Complainant's meter was obtained on August 13, 1993. Company states that this meter reading adjusts Complainant's prior estimated billings by a credit of \$17.52 which will be credited to her next bill or refunded upon her request. Company also states that the meter reading ITRON screen has been reprogrammed so that the "knock on the front basement window" message is prominently displayed and that it believes actual meter readings will be able to be obtained in the future.

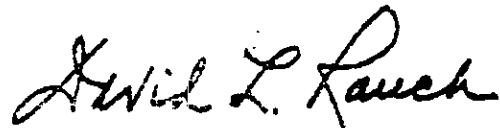
After considering the Complaint, Answer of Company and Company's letter dated August 19, 1993, the Commission determines that all matters related to the

Complaint have been rendered moot by the actions taken by Company and that the case should, therefore, be dismissed.

**IT IS THEREFORE ORDERED:**

1. That this Complaint be hereby dismissed.
2. That this order shall become effective on September 8, 1993.

BY THE COMMISSION

A handwritten signature in cursive script, reading "David L. Rauch".

David L. Rauch  
Executive Secretary

(S E A L)

Mueller, Chm., McClure,  
Kincheloe and Crumpton, CC., Concur.  
Perkins, C., Absent.