

~~None~~

Kim Sullens,

v.
Aqua Missouri, Inc

File No. SC 2009-0342
FILED

JUL 10 2009

Amended Complaint

Missouri Public
Service Commission

2. As the basis of this complaint, Complainant states the following facts:

I do not think my sewer should have been disconnected on January 20, 2009. I contacted Aqua on October 8, 2008 to set up a payment plan. The agent was unable to accommodate me so I asked for a supervisor to call me. I never received a call. On November 26, 2008 when I called to make a payment ~~if~~ I mentioned I was still waiting on a supervisor to call me. On January 14, 2009, when I called to make a payment, no one said I was still subject to disconnection. After being disconnected on January 20, 2009 I received a 10 day shut off notice dated January 27, 2009 indicating on shut off date of February 9, 2009. Additionally, the notice states the reconnection fee is \$0.00

The total amount due if they shut off my service was indicated as ~~\$~~ \$ 788.26, ~~was~~ which was also the overdue amount.

I paid the overdue amount in full as of ~~\$~~ January 31, 2009.

The company verbally told me I was still required to pay \$714.39 to have my service restored.

After fighting with them and speaking to everyone I could, on February 27, 2009, under protest, I paid \$714.39 to have my service restored.

Kim Sullens

7-10-09