

**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) File No. WA-2021-0116
Maintain A Water System in an area of)
Stone County, Missouri (Table Rock Estates)
Subdivision))

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 February 24, 2021, with an Effective Date of March 26, 2021.
2. The closing contemplated by the Order was completed on April 30, 2022.
3. MAWC filed a Notice of Closing on July 16, 2021.
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 Table Rock water system customers;
 - (2) MAWC has included the Table Rock water system customers in its established monthly reporting to the Customer Experience Department Staff on customer service and billing issues and will continue on an ongoing basis;
 - (3) MAWC has distributed to the Table Rock water system customers an informational brochure detailing the rights and responsibilities of the utility and its customers regarding its water service, consistent with the requirements of Commission Rule 20 CSR 4240-13, within thirty (30) days of closing on the assets;
 - (4) MAWC has provided to the CXD Staff an example of its actual communication with the Table Rock water system customers regarding its acquisition and operations of the water system assets, and how customers may reach MAWC;
 - (5) MAWC has provided to the CXD Staff a sample of ten (10) billing statements from the first month's billing.

WHEREFORE, 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,

/s/ Tim Luft

Timothy W. Luft, Mo. Bar #40506

Corporate Counsel

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**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 14th day of September, 2022, to:

General Counsel's Office
staffcounsel@psc.mo.gov

Office of the Public Counsel
opcservice@opc.mo.gov

/s/ Tim Luft