



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

TERRY M. JARRETT

KEVIN GUNN

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

NATELE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

December 17, 2008

Alice Geary
11127 Patrina Court
St. Louis, MO 63126

Case No. WC-2009-0147

Dear Ms. Geary:

Attached to this letter is a reply form that will help us to process your complaint.

The reply form lists statements made by Missouri American Water Company and the Missouri Public Service Commission ("PSC") staff who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC no later than January 7, 2009. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Jordan", is written over a circular, dotted-line stamp.

Daniel Jordan,
Regulatory Law Judge

Enclosures