

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

In the Matter of Missouri-American Water)
Company for Certificates of Convenience and)
Necessity Authorizing it to Install, Own, Acquire,)
Construct, Operate, Control, Manage and) File No. SA-2021-0074
Maintain Sewer System in and around the)
City of Trimble, Missouri)

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 Granting Certificates 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 October 28, 2022.
3. MAWC filed a Notice of Closing on April 9, 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 City of Trimble and Centennial Acres sewer system customers.
 - (2) Beginning in June 2021, MAWC included the City of Trimble and Centennial acres sewer system customers in its established monthly reporting to the CXD Staff on customer service and billing issues, on an ongoing basis, after closing on the assets.
 - (3) MAWC has distributed to the City of Trimble and Centennial customers an informational brochure detailing the rights and responsibilities of the utility and its customers consistent with the requirements of Commission Rule 20 CSR 4240-13.
 - (4) MAWC has provided the Customer Experience Department (“CXD”) Staff an example of its actual communication with the City of Trimble and Centennial sewer customers regarding its acquisition and operations of the sewer system assets, and how customers may reach MAWC.
 - (3) MAWC has provided the CXD Staff a sample of ten 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 13th day of January 2023, to:

General Counsel's Office

staffcounsel@psc.mo.gov

Office of the Public Counsel

opc@opc.mo.gov

/s/ Tim Luft