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Secretary/Chief Regulatory Law Judge

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General Counsel

October 22, 2008

Alice Geary
11127 Patrina Court
St. Louis, MO 63126

Case No. WC-2009-0147

Dear Ms. Geary:

The attached Notice and Order does not require you to do anything. It is a copy of what we have sent to Missouri American Water Company and this Commission's staff. We have sent you a copy to let you know that we have received your complaint, and that we have begun our process.

Our process includes an investigation and answers to your complaint, and offers mediation as an alternative to a formal evidentiary hearing. Further information is available to all parties through the procedure called "discovery" as set forth in the Notice and Order. I am acting on your complaint in a decision-making capacity, so you cannot make any inquiries of me unless all other parties are present.

When Missouri American Water Company and this Commission's staff have complied with the Notice and Order, I will be in contact with you again.

Sincerely,

/s/

Daniel R.E. Jordan,
Regulatory Law Judge

cc: Missouri American Water Company
Staff
OPC