

**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,) File No. WA-2022-0311
Acquire, Construct, Operate, Control,)
Manage and Maintain a Water System and)
Sewer System in and around the City of)
Stewartsville, 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 Certificate of Convenience and Necessity (“Order”) on January 11, 2023 with an Effective Date of February 10, 2023.
2. The closing contemplated by the Order was completed on February 17, 2023.
3. MAWC filed a Notice of Closing on February 17, 2023.
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 the Customer Experience Department (“CXD”) Staff an example of its actual communication with the Stewartsville Systems customers regarding its acquisition and operations of the water and sewer system assets, and how customers may reach MAWC;

(2) MAWC has distributed to the Stewartsville Systems customers an informational Brochure detailing the rights and responsibilities of the utility and its customers regarding its water and sewer service, consistent with the requirements of Commission Rule 20 CSR 4240-13.040(3);

(3) MAWC has provided the CXD Staff a sample of five billing statements from the first month’s billing;

(4) MAWC has communicated with the Stewartsville Systems customers information concerning the billing date, delinquent date, and billing changes that will occur;

(5) MAWC has provided training to its call center personnel regarding rates and rules applicable to the Stewartsville Systems customers.

(6) MAWC will include the Stewartville Systems 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.

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

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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 19th day of April, 2023, to:

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

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

/s/ Tim Luft