

Exhibit No.:
Issues: Witness Qualifications
Witness: Cheryl D. Norton
Exhibit Type: Testimony
Sponsoring Party: Missouri-American Water
Company
Case No.: WR-2015-0301
SR-2015-0302
Date: March 10, 2016

MISSOURI PUBLIC SERVICE COMMISSION

**CASE NO. WR-2015-0301
CASE NO. SR-2015-0302**

TESTIMONY

OF

CHERYL D. NORTON

ON BEHALF OF

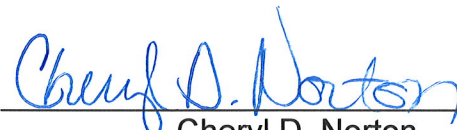
MISSOURI-AMERICAN WATER COMPANY

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

IN THE MATTER OF MISSOURI-AMERICAN) WATER COMPANY FOR AUTHORITY TO) FILE TARIFFS REFLECTING INCREASED) RATES FOR WATER AND SEWER) SERVICE)	CASE NO. WR-2015-0301 CASE NO. SR-2015-0302
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AFFIDAVIT OF CHERYL D. NORTON

Cheryl D. Norton, being first duly sworn, deposes and says that she is the witness who sponsors the accompanying testimony entitled "Witness Qualifications Testimony of Cheryl D. Norton"; that said testimony was prepared by her and/or under her direction and supervision; that if inquiries were made as to the facts in said testimony, she would respond as therein set forth; and that the aforesaid testimony is true and correct to the best of her knowledge.




Cheryl D. Norton

State of Missouri
County of St. Louis

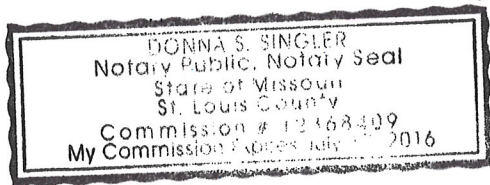
SUBSCRIBED and sworn to

Before me this 9th day of March 2016.



Notary Public

My commission expires: July 17, 2016



1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Cheryl D. Norton and my business address is 727 Craig Road, St.
3 Louis, MO 63141.

4 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

5 A. I am employed by Missouri-American Water Company (“MAWC” or
6 “Company”) as President.

7 **Q. WHAT IS YOUR EDUCATIONAL BACKGROUND?**

8 A. I earned a Bachelor of Science degree, with a major in Biology, and a Masters
9 degree in Environmental Studies from Southern Illinois University at
10 Edwardsville in 1987 and 1994, respectively.

11 **Q. PLEASE DESCRIBE YOUR BUSINESS EXPERIENCE.**

12 A. I started at American Water Works Service Company as a Research Analyst
13 beginning November, 1988 and was responsible for conducting drinking water
14 related microbiological research. I continued to work in the research department
15 through May, 2000, holding Senior Research Analyst and Environmental Scientist
16 positions. I was promoted to Laboratory Director in June, 2000 for the American
17 Water Central Laboratory in Belleville, Illinois. In 2007, I became the Vice
18 President of Operations for Illinois American Water in Belleville, Illinois
19 assuming oversight of all operational areas of Illinois American Water including
20 water quality, field operations, production and maintenance for water and
21 wastewater. I assumed the role as President at Kentucky American Water on
22 January 10, 2011, where I was responsible for development, management and

1 operations of Kentucky American Water's systems. I assumed my current role as
2 President at Missouri-American Water on November 11, 2015.

3 **Q. WHAT ARE YOUR DUTIES AS PRESIDENT OF MAWC?**

4 **A.** I am responsible for the development, management and operations of MAWC's
5 systems in the State of Missouri. Among those responsibilities is establishing and
6 maintaining the standards of service, directing the preparation of the investment,
7 revenue, operations and maintenance budgets, establishing controls to accomplish
8 delivery of the approved budgets, making sure that necessary funding is available
9 to carry out all plans, and ensuring the safety and integrity of the systems for the
10 protection of the customers, employees and operations. My responsibilities also
11 entail developing and carrying out the business strategy for MAWC and
12 incorporating that strategy into its business plans. My goal is to ensure that all
13 activities of the Company are carried out in compliance with all local, state and
14 federal laws and regulations, and standards of good business practice.

15 **Q. HAVE YOU PREVIOUSLY TESTIFIED?**

16 **A.** Yes. I have previously testified before the Kentucky Public Service Commission
17 and the Illinois Commerce Commission.