

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

In the Matter of Missouri-American Water	)	
Company for Approval to Change its	)	<u>Case No. WO-2006-0284</u>
Infrastructure System Replacement	)	Tariff File No. YW-2006-0520
Surcharge (ISRS)	)	

**RESPONSE TO ORDER DIRECTING FILING**

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and for its Response to Order Directing Filing ("Response") states the following to the Missouri Public Service Commission ("Commission").

**BACKGROUND**

1. On March 22, 2006, the Commission issued an **Order Directing Filing** ("03/22/06 Order"), wherein it directed the Staff to file a pleading in this case, no later than March 27, 2006, setting forth the circumstances surrounding any pending Notices of Violation ("NOVs") issued by the Department of Natural Resources ("DNR") to Missouri-American Water Company ("MAWC"), and including the nature of any complaints or recurring problems MAWC has with its customers.

**PENDING NOVs ISSUED BY THE DNR TO MAWC**

2. Based upon a review of the records maintained by the Commission's Water & Sewer Department, contacts with the DNR's Regional Offices under which MAWC operates, contacts with the DNR's water and wastewater enforcement sections, and contacts with a representative of MAWC, the Staff reports that MAWC has two pending NOVs issued to it by the DNR.

3. Both of MAWC's pending NOVs are related to water main breaks that resulted in treated drinking water being discharged to streams, and which resulted in fish kills in the streams to which the water from the main breaks discharged because of the chemicals (chlorine and/or

chloramines) used to treat the drinking water. One of the subject water main breaks occurred in Jefferson City in Cole County and the other occurred in Ladue in St. Louis County.

4. Both of the above-referenced NOVs have been referred to the enforcement section of the DNR's Water Pollution Control Branch and actions are still pending on both. Information regarding the incident in Jefferson City is included in Appendix A attached hereto and information regarding the incident in Ladue is included in Appendix B attached hereto.

5. Dale Johansen, Manager of the Commission's Water & Sewer Department, conducted the records review and initiated the contacts referenced in Paragraph 2 above on behalf of the Staff.

#### **CUSTOMER-RELATED MATTERS**

6. In order to respond to the portion of the Commission's 03/22/06 Order pertaining to customer complaints, the Staff conducted reviews of various types of entries made in the Commission's electronic filing and information system ("EFIS") for the period of the 12 months ended March 24, 2006. The EFIS entries reviewed for the subject period included the following categories of entries for both MAWC's water operations and sewer operations: customer complaints; customer inquiries; quick hits; public comments; and outage/incident reports. Dale Johansen, Manager of the Commission's Water & Sewer Department, conducted these reviews on behalf of the Staff and also produced the appendices referenced in Paragraph 7 below.

7. A summary of the customer complaints recorded in EFIS for MAWC's water operations for the subject time period is included in Appendix C attached hereto. This summary is organized by county and complaint subjects, with the city of the originating call also shown. A summary of all of the other EFIS entries recorded for MAWC's water and sewer operations for the subject time period is included in Appendix D attached hereto.

**WHEREFORE**, the Staff respectfully submits this Response for the Commission's information and consideration in the instant case.

Respectfully Submitted,

**/s/ Keith R. Krueger**

Keith R. Krueger  
Deputy General Counsel  
Missouri Bar No. 23857

Attorney for the Staff of the  
Missouri Public Service Commission

P.O. Box 360  
Jefferson City, MO 65102  
573-751-4140 (telephone)  
573-751-9285 (facsimile)  
[keith.krueger@psc.mo.gov](mailto:keith.krueger@psc.mo.gov) (e-mail)

**CERTIFICATE OF SERVICE**

I hereby certify that copies of this Response have been mailed, hand-delivered, transmitted by facsimile or electronic mail to all counsel and/or parties of record this 27th day of March 2006.

**/s/ Keith R. Krueger**

**AFFIDAVIT OF DALE W. JOHANSEN**


STATE OF MISSOURI     )

) ss

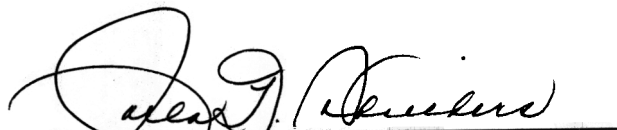
**Case No. WO-2006-0284**

COUNTY OF COLE     )

Dale W. Johansen, of lawful age, on his oath states: (1) that he is a member of the Staff of the Missouri Public Service Commission; (2) that he participated in the preparation of this Response to Order Directing Filing ("Response") and the documents included in Appendix C and Appendix D attached hereto; (3) that he has knowledge of the matters set forth in this Response and the documents included in all of the attached appendices; and (4) that the matters set forth in this Response and the documents included in all of the attached appendices are true and correct to the best of his knowledge, information and belief.

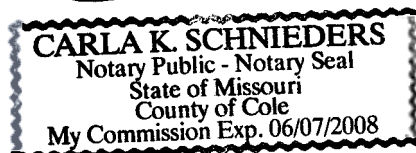
  
Dale W. Johansen – Manager  
Water & Sewer Department  
Utility Operations Division

Subscribed and sworn to before me this 27<sup>th</sup> day of March 2006.

  
Notary Public

My Commission Expires:

June 7, 2008



# APPENDIX A

DNR INFORMATION RE: JEFFERSON CITY  
MAIN BREAK AND RESULTING NOV

CASE NO. WO-2006-0284

MARCH 27, 2006



Matt Blunt, Governor • Doyle Childers, Director

## DEPARTMENT OF NATURAL RESOURCES

[www.dnr.mo.gov](http://www.dnr.mo.gov)

CERTIFIED MAIL

7003 3110 0005 8868 1991

5.200 Missouri American Water Company  
Cole County  
PWS 3010409  
NOV #WP0204NE

January 9, 2006

Mr. Greg Weeks  
Missouri American Water Company  
2650 East 32<sup>nd</sup> Street  
St. Joseph, MO 64804

### NOTICE OF VIOLATION

Dear Mr. Weeks:

On December 28, 2005, Mr. Lantz Tipton of the Missouri Department of Natural Resources' Northeast Regional Office conducted an investigation of a water main break that resulted in a discharge into an unnamed tributary to Boggs Creek. The water main break occurred near the intersection of El Dorado Drive and East Elm Street in Jefferson City, Missouri. Enclosed is a copy of the Report of Investigation. Please review the Unsatisfactory Features, Required Actions and Recommendations sections of the report. The information requested by the department is to be submitted to the Northeast Regional Office by **January 30, 2006**.

Based upon the findings of the investigation, Notice of Violation #WP0204NE is being issued to the Missouri American Water Company for violations of the Missouri Clean Water Law and Missouri Clean Water Commission Regulations. These violations are being referred to the Enforcement Section of the Water Pollution Control Branch.

Mr. Greg Weeks  
January 9, 2006  
Page 2

If you have any questions regarding this report please contact Mr. Tipton at (660) 385-8000 in the Northeast Regional Office, 1709 Prospect Drive, Macon, MO 63552.

Sincerely,

NORTHEAST REGIONAL OFFICE



G. Irene Crawford  
Regional Director

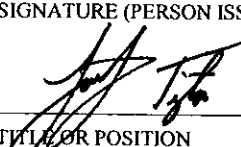
GIC/Ita

Enclosures: Notice of Violation #WP0204NE  
Report of Investigation  
Photographs

- c: Mr. Paul Dickerson, Water Pollution Control Branch, Enforcement Section  
Ms. Leanna Zweig, Missouri Department of Conservation  
Mr. Gilbert Cole, Missouri American Water Company  
Mr. Tim Ganz, Missouri American Water Company



MISSOURI DEPARTMENT OF NATURAL RESOURCES  
NOTICE OF VIOLATION

VIOLATION NUMBER <b>WP0204NE</b>			
DATE AND TIME ISSUED January 9, 2006 1330 hours			
SOURCE (NAME, ADDRESS, PERMIT NUMBER, LOCATION) Missouri American Water Company 906 West High Street, Jefferson City, MO 65101 PWS #3010409 Jefferson City, Missouri			
MAILING ADDRESS Missouri American Water Company 2650 East 32 <sup>nd</sup> Street	CITY St. Joseph	STATE MO	ZIP 64804
NAME OF OWNER OR MANAGER Mr. Gilbert Cole	TITLE OF OWNER OR MANAGER Operations Superintendent		
LAW, REGULATION OR PERMIT VIOLATED Sections 644.051.1(2) and 644.076.1, RSMo and 10 CSR 20-7.031(3)(I) 1 or applicable sections of 10 CSR 20-7.031.			
NATURE OF VIOLATION On December 26, 2005, the Missouri American Water Company discharged water contaminants into an unnamed tributary to Boggs Creek, waters of the state, which reduced the quality of such waters below the Water Quality Standards established by the Missouri Clean Water Commission.			
SIGNATURE (PERSON RECEIVING NOTICE)  Sent Certified Mail	SIGNATURE (PERSON ISSUING NOTICE) 		
TITLE OR POSITION	TITLE OR POSITION Environmental Specialist		



# APPENDIX B

DNR INFORMATION RE: LADUE  
MAIN BREAK AND RESULTING NOV

CASE NO. WO-2006-0284

MARCH 27, 2006



Matt Blunt, Governor • Doyle Childers, Director

## DEPARTMENT OF NATURAL RESOURCES

[www.dnr.mo.gov](http://www.dnr.mo.gov)

February 28, 2006

CERTIFIED MAIL #7001 1140 0001 4752 4669  
RETURN RECEIPT REQUESTED

Ms. Cindy Hebenstreit  
Director of Environmental Management  
Missouri American Water Company  
727 Craig Road  
St. Louis, MO 63141

Dear Ms. Hebenstreit:

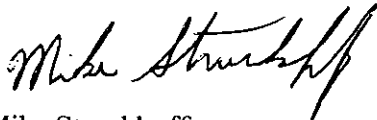
On July 5 & 7, 2005, Missouri American Water Company had two main breaks of a 20-inch pipe at the intersection of Ladue Road and Warson Road in St. Louis County. The release of approximately 200,000 gallons of water flowed down a small tributary into the Deer Creek behind Ladue Hortkin-Watkins High School. Dead fish were found in the creek downstream from the discharge on July 6, 2005. The Missouri Department of Conservation (MDC) was called to investigate, as was this department's Environmental Emergency Response (EER) personnel. Their reports (enclosed) tabulated the number of dead fish and determined the source of the contaminant to the water main break location. The contaminants were considered to be the 1-mg/l chloramines used as a disinfection residual in the drinking water distribution system.

This information indicates the release of chlorinated drinking water from the main breaks caused a fish kill in the Deer Creek and Missouri American Water Company was not in compliance with Missouri's Clean Water Regulation 10 CSR 20-7.031(3). Therefore, a Notice of Violation (#2183 SL) is hereby issued for discharging contaminants to the waters of the state and causing toxicity to aquatic life. This matter has been referred to the Water Pollution Branch to determine if enforcement action will be pursued.

Should you have any questions or comments, please contact Paul Morris of this office at 314-416-2960. The written response should be sent to 7545 South Lindbergh Blvd., Suite 210, St. Louis, MO 63125.

Sincerely,

ST. LOUIS REGIONAL OFFICE

A handwritten signature in black ink, appearing to read "Mike Struckhoff". The signature is fluid and cursive, with the first name "Mike" and last name "Struckhoff" clearly distinguishable.

Mike Struckhoff  
Regional Director

MS/PHM/jh  


Enclosures: Notice of Violation #2183 SL  
Photographs

c: Water Pollution Branch



MISSOURI DEPARTMENT OF NATURAL RESOURCES  
DIVISION OF ENVIRONMENTAL QUALITY  
**NOTICE OF VIOLATION**

P.O. BOX 176  
JEFFERSON CITY MO 65102

VIOLATION NUMBER

NO. **2183** SL

DATE AND TIME ISSUED

**February 28, 2006**

☐ AM

☐ PM

SOURCE (NAME, ADDRESS, PERMIT NUMBER, LOCATION)

**Missouri American Water Company**

MAILING ADDRESS

**727 Craig Road**

CITY

**St. Louis**

STATE

**MO**

ZIP CODE

**63141**

NAME OF OWNER OR MANAGER

**Cindy Hebenstreit**

TITLE OF OWNER OR MANAGER

**Director of Environmental Management**

LAW, REGULATION OR PERMIT VIOLATED

**Missouri Clean Water Law Section 644.076.1.**

**Missouri Clean Water Commission Regulation 10 CSR 20-7.031(3).**

NATURE OF VIOLATION

DATE(S):

TIME(S):

**Failure to prevent contaminants (chloramines) from entering the waters of the state in sufficient amounts/quantities to cause toxicity to aquatic life.**

SIGNATURE (PERSON RECEIVING NOTICE)

**By Certified Mail**

SIGNATURE (PERSON ISSUING NOTICE)

**Paul Morris**

TITLE OR POSITION

TITLE OR POSITION

**Environmental Specialist/SLRO**

# APPENDIX C

## SUMMARY OF EFIS CUSTOMER COMPLAINTS RE: WATER OPERATIONS

CASE NO. WO-2006-0284

MARCH 27, 2006

## EFIS Complaint Report

**Date:** 03/24/2006

**From Date:** 03/24/2005 **To Date:** 03/24/2006

**Utility Type:** Water

**Company Name:** Missouri-American Water Company

<b>Complaint No.</b>	<b>County</b>	<b>City</b>	<b>Issue</b>	<b>Date</b>
C200607224			Billing	03/06/06
C200605785			Rules/Regulations	01/17/06
C200601726	Adair	Not Provided	Other/Misc	08/23/05
C200509862	Audrain	Mexico	Service Quality	05/13/05
C200508206	Buchanan	St. Joseph	Billing	03/25/05
C200600687	Buchanan	St. Joseph	Billing	07/25/05
C200601064	Buchanan	St. Joseph	Billing	08/04/05
C200602939	Buchanan	St. Joseph	Billing	10/03/05
C200603003	Buchanan	St. Joseph	Billing	10/06/05
C200604251	Buchanan	St. Joseph	Billing	11/21/05
C200604262	Buchanan	St. Joseph	Billing	11/22/05
C200604520	Buchanan	St. Joseph	Billing	12/05/05
C200604543	Buchanan	St. Joseph	Billing	12/05/05
C200606677	Buchanan	St. Joseph	Billing	02/09/06
C200607807	Buchanan	St. Joseph	Billing	03/20/06
C200600908	Buchanan	St. Jospeh	Other/Misc	07/29/05
C200604647	Buchanan	St. Joseph	Rates/Tariff	12/09/05
C200600576	Buchanan	St. Joseph	Rules/Regulations	07/21/05
C200601341	Buchanan	St. Joseph	Rules/Regulations	08/16/05
C200605005	Buchanan	St. Joseph	Rules/Regulations	12/21/05
C200606372	Buchanan	St. Joseph	Rules/Regulations	02/02/06
C200601053	Buchanan	St. Joseph	Service Quality	08/04/05
C200602963	Buchanan	St. Joseph	Service Quality	10/04/05
C200602964	Buchanan	St. Joseph	Service Quality	10/04/05
C200604476	Buchanan	St. Joseph	Service Quality	12/01/05

C200509502	Cole	Jefferson City	Billing	05/02/05
C200509718	Cole	Jefferson City	Billing	05/10/05
C200510954	Cole	Jefferson City	Billing	06/23/05
C200600020	Cole	Jefferson City	Billing	07/01/05
C200602117	Cole	Jefferson City	Billing	09/01/05
C200603173	Cole	Jefferson City	Billing	10/14/05
C200603645	Cole	Jefferson City	Billing	11/01/05
C200604139	Cole	Jefferson City	Billing	11/17/05
C200604426	Cole	Jefferson City	Billing	11/30/05
C200605671	Cole	Jefferson City	Billing	01/13/06
C200606008	Cole	Jefferson City	Billing	01/23/06
C200510563	Cole	Jefferson City	Rules/Regulations	06/08/05
C200604022	Cole	Jefferson City	Rules/Regulations	11/14/05
C200604080	Cole	Jefferson City	Rules/Regulations	11/15/05
C200604356	Cole	Jefferson City	Rules/Regulations	11/28/05
C200509795	Cole	Jefferson City	Service Quality	05/11/05
C200601178	Cole	Jefferson City	Service Quality	08/10/05
C200607950	Cole	Jefferson City	Service Quality	03/24/06
C200602946	Jackson	Kansas City	Billing	10/04/05
C200510535	Jasper	Joplin	Billing	06/07/05
C200600183	Jasper	Joplin	Billing	07/07/05
C200605182	Jasper	Joplin	Billing	12/28/05
C200509439	Jasper	Joplin	Rules/Regulations	04/28/05
C200605202	Jasper	Joplin	Rules/Regulations	12/28/05
C200511030	Jasper	Joplin	Service Quality	06/27/05

C200601082	Johnson	Warrensburg	Service Quality	08/05/05
C200601846	Johnson	Warrensburg	Service Quality	08/26/05
C200602557	Johnson	Warrensburg	Service Quality	09/19/05
C200607532	Newton	Joplin	Other/Misc	03/10/06
C200602785	Newton	Joplin	Service Quality	09/27/05
C200604640	Newton	Saginaw	Service Quality	12/08/05
C200602721	Platte	Parkville	Billing	09/23/05
C200603544	Platte	Platte Woods	Billing	10/28/05
C200604242	Platte	Platte City	Billing	11/21/05
C200601817	Platte	Kansas City	Rules/Regulations	08/25/05
C200602177	Platte	Riverside	Rules/Regulations	09/06/05
C200509334	Platte	Riverside	Service Quality	04/26/05
C200600069	Platte	Riverside	Service Quality	07/05/05
C200602731	Platte	Kansas City	Service Quality	09/26/05
C200605293	Shannon	Eminence	Billing	01/03/06
C200510665	St. Charles	St. Charles	Billing	06/13/05
C200600468	St. Charles	St. Charles	Billing	07/18/05
C200601330	St. Charles	St. Peters	Billing	08/15/05
C200603043	St. Charles	St. Charles	Billing	10/07/05
C200604610	St. Charles	St. Charles	Billing	12/07/05
C200604893	St. Charles	St. Peters	Billing	12/19/05
C200605843	St. Charles	St. Charles	Billing	01/19/06
C200509237	St. Charles	St. Charles	Service Quality	04/21/05
C200602558	St. Charles	St. Charles	Service Quality	09/19/05
C200604455	St. Charles	St. Charles	Service Quality	12/01/05
C200607191	St. Charles	Marilyn Heights	Service Quality	03/03/06



C200508400	St. Louis	St. Louis	Billing	04/04/05
C200508403	St. Louis	Fenton	Billing	04/04/05
C200508597	St. Louis	Des Peres	Billing	04/08/05
C200508725	St. Louis	Ballwin	Billing	04/14/05
C200509123	St. Louis	Wildwood	Billing	04/19/05
C200509124	St. Louis	St. Louis	Billing	04/19/05
C200509650	St. Louis	Ballwin	Billing	05/05/05
C200510019	St. Louis	Jennings	Billing	05/19/05
C200510043	St. Louis	St. Louis	Billing	05/20/05
C200510054	St. Louis	St. Louis	Billing	05/20/05
C200510163	St. Louis	St. Louis	Billing	05/24/05
C200510356	St. Louis	Ballwin	Billing	06/01/05
C200510504	St. Louis	St. Louis	Billing	06/07/05
C200510559	St. Louis	Florissant	Billing	06/08/05
C200510624	St. Louis	St. Louis	Billing	06/10/05
C200510703	St. Louis	St. Louis	Billing	06/14/05
C200511026	St. Louis	St. Louis	Billing	06/27/05
C200600262	St. Louis	St. Louis	Billing	07/11/05
C200601007	St. Louis	St. Louis	Billing	08/03/05
C200601104	St. Louis	St. Louis	Billing	08/08/05
C200601262	St. Louis	Florissant	Billing	08/12/05
C200601287	St. Louis	Dellwood	Billing	08/15/05
C200601329	St. Louis	Spanish Lake	Billing	08/15/05
C200601542	St. Louis	St. Louis	Billing	08/19/05
C200601869	St. Louis	St Louis	Billing	08/26/05
C200601887	St. Louis	sunset hills	Billing	08/26/05
C200602105	St. Louis	St. Louis	Billing	09/01/05
C200602181	St. Louis	St. Louis	Billing	09/06/05
C200602227	St. Louis	Ferguson	Billing	09/07/05
C200602228	St. Louis	St. Louis	Billing	09/07/05
C200602274	St. Louis	St. Louis	Billing	09/08/05
C200602330	St. Louis	Glendale	Billing	09/12/05

C200602362	St. Louis	Florissant	Billing	09/13/05
C200602532	St. Louis	St. Louis	Billing	09/19/05
C200602761	St. Louis	Overland	Billing	09/26/05
C200602775	St. Louis	Florissant	Billing	09/27/05
C200602790	St. Louis	St. Louis	Billing	09/27/05
C200602821	St. Louis	St. Louis	Billing	09/28/05
C200602848	St. Louis	St. Louis	Billing	09/29/05
C200602867	St. Louis	Fenton	Billing	09/29/05
C200602868	St. Louis	St. Louis	Billing	09/29/05
C200603103	St. Louis	Clayton	Billing	10/12/05
C200603186	St. Louis	Chesterfield	Billing	10/17/05
C200603215	St. Louis	St. Louis	Billing	10/17/05
C200603320	St. Louis	Clayton	Billing	10/21/05
C200603330	St. Louis	St. Louis	Billing	10/21/05
C200603351	St. Louis	Webster Groves	Billing	10/24/05
C200603353	St. Louis	Welston	Billing	10/24/05
C200603369	St. Louis	St. Louis	Billing	10/24/05
C200603440	St. Louis	Bridgeton	Billing	10/25/05
C200603478	St. Louis	St. Louis	Billing	10/26/05
C200603559	St. Louis	St. Louis	Billing	10/28/05
C200603776	St. Louis	Florissant	Billing	11/04/05
C200603921	St. Louis	St. Louis	Billing	11/08/05
C200604007	St. Louis	Fenton	Billing	11/10/05
C200604254	St. Louis	St. Louis	Billing	11/22/05
C200604296	St. Louis	Chesterfield	Billing	11/23/05
C200604398	St. Louis	Chesterfield	Billing	11/29/05
C200604531	St. Louis	University City	Billing	12/05/05
C200604967	St. Louis	St. Louis	Billing	12/20/05
C200605290	St. Louis	Chesterfield	Billing	01/03/06
C200605351	St. Louis	Town and County	Billing	01/04/06
C200605456	St. Louis	Ballwin	Billing	01/06/06
C200605530	St. Louis	St. Louis	Billing	01/10/06

C200605579	St. Louis	Manchester	Billing	01/11/06
C200605667	St. Louis	Town and Country	Billing	01/12/06
C200605677	St. Louis	Ballwin	Billing	01/13/06
C200605678	St. Louis	Ballwin	Billing	01/13/06
C200605808	St. Louis	Chesterfield	Billing	01/18/06
C200606363	St. Louis	Ferguson	Billing	02/02/06
C200606478	St. Louis	St. Louis	Billing	02/06/06
C200606491	St. Louis	Florissant	Billing	02/07/06
C200606697	St. Louis	University City	Billing	02/10/06
C200606733	St. Louis	Ballwin	Billing	02/10/06
C200606771	St. Louis	Manchester	Billing	02/14/06
C200606840	St. Louis	St. Louis	Billing	02/17/06
C200606938	St. Louis	St. Louis	Billing	02/21/06
C200607204	St. Louis	St. Louis	Billing	03/03/06
C200607242	St. Louis	Ballwin	Billing	03/06/06
C200607251	St. Louis	Chesterfield	Billing	03/06/06
C200607271	St. Louis	Creve Coeur	Billing	03/07/06
C200607292	St. Louis	St. Louis	Billing	03/07/06
C200607389	St. Louis	St. Louis	Billing	03/08/06
C200607465	St. Louis	Florissant	Billing	03/09/06
C200607716	St. Louis	Maplewood	Billing	03/15/06
C200607763	St. Louis	St. Ann	Billing	03/17/06
C200607825	St. Louis	Chesterfield	Billing	03/20/06
C200607880	St. Louis	St. Louis	Billing	03/22/06
C200607970	St. Louis	St. Louis	Billing	03/24/06
C200508660	St. Louis	Florissant	Other/Misc	04/12/05
C200509479	St. Louis	St. Louis	Other/Misc	04/27/05
C200602782	St. Louis	Frontenac	Other/Misc	09/27/05
C200602797	St. Louis	Overland	Other/Misc	09/27/05
C200603207	St. Louis	Frontenac	Other/Misc	10/17/05
C200603527	St. Louis	Town & Country	Other/Misc	10/28/05
C200603914	St. Louis	Chesterfield	Other/Misc	11/08/05

C200604225	St. Louis	Wildwood	Other/Misc	11/21/05
C200607918	St. Louis	St. Louis	Other/Misc	03/23/06
C200601374	St. Louis	Ellsville	Other/Misc	08/16/05
C200602643	St. Louis	Florissant	Rates/Tariff	09/21/05
C200508700	St. Louis	St. Louis	Rules/Regulations	04/13/05
C200508892	St. Louis	Bellefountain	Rules/Regulations	04/15/05
C200509869	St. Louis	University City	Rules/Regulations	05/13/05
C200510228	St. Louis	Valley Park	Rules/Regulations	05/26/05
C200510941	St. Louis	Florissant	Rules/Regulations	06/22/05
C200510998	St. Louis	St. Louis	Rules/Regulations	06/24/05
C200601159	St. Louis	Webster Groves	Rules/Regulations	08/09/05
C200601184	St. Louis	St. Louis	Rules/Regulations	08/10/05
C200602233	St. Louis	St. Louis	Rules/Regulations	09/07/05
C200602824	St. Louis	St. Louis	Rules/Regulations	09/28/05
C200602828	St. Louis	University City	Rules/Regulations	09/28/05
C200602903	St. Louis	Olivette	Rules/Regulations	09/30/05
C200603037	St. Louis	University City	Rules/Regulations	10/07/05
C200603178	St. Louis	University City	Rules/Regulations	10/14/05
C200603349	St. Louis	St. Louis	Rules/Regulations	10/24/05
C200604258	St. Louis	St. Louis	Rules/Regulations	11/22/05
C200604300	St. Louis	St. Louis	Rules/Regulations	11/23/05
C200605332	St. Louis	Bridgeton	Rules/Regulations	01/03/06
C200605624	St. Louis	St. Louis	Rules/Regulations	01/12/06
C200605674	St. Louis	University City	Rules/Regulations	01/13/06
C200605855	St. Louis	St. Louis	Rules/Regulations	01/19/06
C200605940	St. Louis	St. Louis	Rules/Regulations	01/23/06
C200607165	St. Louis	St. Louis	Rules/Regulations	03/02/06
C200607770	St. Louis	St Louis	Rules/Regulations	03/17/06
C200607949	St. Louis	Manchester	Rules/Regulations	03/24/06
C200509297	St. Louis	Olivette	Service Quality	04/25/05
C200509303	St. Louis	Webster Groves	Service Quality	04/25/05
C200509419	St. Louis	Hazelwood	Service Quality	04/28/05

C200510655	St. Louis	St. Louis	Service Quality	06/13/05
C200600099	St. Louis	Florissant	Service Quality	07/05/05
C200600217	St. Louis	Hazelwood	Service Quality	07/08/05
C200600335	St. Louis	St. Louis	Service Quality	07/13/05
C200601175	St. Louis	Chesterfield	Service Quality	08/10/05
C200601550	St. Louis	Brentwood	Service Quality	08/19/05
C200601816	St. Louis	Town & Country	Service Quality	08/25/05
C200602096	St. Louis	Des Peres	Service Quality	09/01/05
C200602169	St. Louis	Manchester	Service Quality	09/06/05
C200602591	St. Louis	St Louis	Service Quality	09/20/05
C200602873	St. Louis	Florissant	Service Quality	09/29/05
C200603059	St. Louis	St. Louis	Service Quality	10/11/05
C200603133	St. Louis	St. Louis	Service Quality	10/13/05
C200603205	St. Louis	St. Louis	Service Quality	10/17/05
C200603324	St. Louis	Town and Country	Service Quality	10/21/05
C200603484	St. Louis	Jennings	Service Quality	10/26/05
C200603698	St. Louis	St. Louis	Service Quality	11/02/05
C200604252	St. Louis	St. Louis	Service Quality	11/21/05
C200604474	St. Louis	Maplewood	Service Quality	12/01/05
C200604611	St. Louis	Chesterfield	Service Quality	12/07/05
C200604737	St. Louis	Florissant	Service Quality	12/12/05
C200605274	St. Louis	Webster Groves	Service Quality	12/30/05
C200605513	St. Louis	Florissant	Service Quality	01/09/06
C200605723	St. Louis	Webster Groves	Service Quality	01/13/06
C200605762	St. Louis	University City	Service Quality	01/17/06
C200605775	St. Louis	Crestwood	Service Quality	01/17/06
C200606212	St. Louis	Overland	Service Quality	01/30/06
C200607957	St. Louis	Creve Coeur	Service Quality	03/24/06
C200601011	St. Louis	University City	Service Quality	08/03/05
C200606339	St. Louis	St. Louis	Service Quality	02/01/06

**Total Count: 234**

(this is equal to approximately 0.0515% of the total water customers served)

# APPENDIX D

## SUMMARY OF EFIS ENTRIES OTHER THAN WATER SERVICE COMPLAINTS

CASE NO. WO-2006-0284

MARCH 27, 2006

### Report of Miscellaneous EFIS Entries

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**From Date:** 03/24/2005 **To Date:** 03/24/2006

**Company Name:** Missouri-American Water Company

<b>Complaints - Sewer</b>	None	
<b>Inquiries &amp; Quick Hits - Water</b>	Billing	13
	Other/Misc	10
	Quick Hit	10
	Rates/Tariff	5
	Rules/Regulations	2
	Service Quality	3
<b>Inquiries &amp; Quick Hits - Sewer</b>	Other/Misc	1
	Rates/Tariff	1
<b>Public Comments - Water</b>	3	
<b>Public Comments - Sewer</b>	0	
<b>Outages/Incidents - Water</b>	0	
<b>Outages/Incidents - Sewer</b>	0	