

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

EX 1

BL

FILED
October 15, 2007
Data Center
Missouri Public
Service Commission

Name: MRS. WALTER L. SCHWAB
Complainant

vs.

Company Name: MISSOURI AMERICAN WATER
Respondent

Case No. WC-2008-0106

Complaint (C200801158)

FILED
February 22, 2008
Data Center
Missouri Public
Service Commission

COMPLAINT

Complainant resides at 3 GODWIN LANE
(address of complainant)

ST. LOUIS, MO. 63124-1524

1. Respondent, MISSOURI AMERICAN WATER
(company name)

of P.O. Box 578, ALTON, ILLINOIS 62002-0578 is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

We received a bill at our residence from June 01, 2007
to August 29, 2007 (\$9.24) for the amount of
\$66.62. Our previous bill was \$4.21.

This bill is unreasonable and incorrect.
We use electronic payment.

Exhibit No. 1
Case No(s) WC-2008-0106
Date 3-1-08 Rptr XF

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Called customer service, approximated date	9/7/07
Called Gini Myers, approximated date	9/24/07
called Missouri Public Service Commission for a formal	
Complaint Package.	9/27/07

WHEREFORE, Complainant now requests the following relief:

Corrected bill.

10/8/07

Date

Christine K. Schwal

Signature of Complainant

(Mrs. Walters L.)

Attach additional pages, as necessary.
 Attach copies of any supporting documentation.

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Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 3 Godwin Ln

001484 1 AV 0.312 1484/1484/001484 005 1 PCCX7S



WALTER L SCHWAB
3 GODWIN LN
SAINT LOUIS MO 63124-1524

ACCOUNT NUMBER	35-0050138-6
AMOUNT DUE	\$566.62
DUE DATE	Sep 14, 2007
Amount Paid	ELECTRONIC PAYMENT DO NOT PAY
Please return this portion with check ▼ Payable to the address below ▼	

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Customer Account Information

For Service To: WALTER L SCHWAB
3 Godwin Ln
Account Number: 35-0050138-6
Premise Number: 35-0205877

Billing Period & Meter Information

Billing Date: Sep 04, 2007
Billing Period: Jun 01 to Aug 29 (89 days)
Next reading on/about: Nov 28, 2007
Rate Type: Residential

Meter readings in current billing period:

Meter Number 0049410265 is a 3/4-inch meter.
Present-actual 894
Last-actual 593
100 CF used 301
1 cu. ft. equals 7.50 gallons
Gallons used 225750

Billing Summary

-----Prior Balance-----	
Previous Balance Utility Charges	\$64.21
Balance from last bill	\$64.21
Payments as of Sep 04, 2007. Thanks!	-64.21
Total prior balance, Sep 04, 2007	.00
-----Current Water Charges-----	
Customer Charge	11.17
Usage Chrg (\$1.525300 x 301.00)	459.12
Total water charges, Sep 04, 2007	470.29
-----Other Current Charges-----	
ISRS - 100 cubic feet	49.76
Fire Hydrant Service	7.35
Primacy (St Louis) < 1"	.27
Service Line Protection Charge	3.00
Total other charges, Sep 04, 2007	60.38
-----Taxes-----	
Gross Receipts Tax	35.95
Total taxes, Sep 04, 2007	35.95
-----TOTAL AMOUNT DUE-----	\$566.62