

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

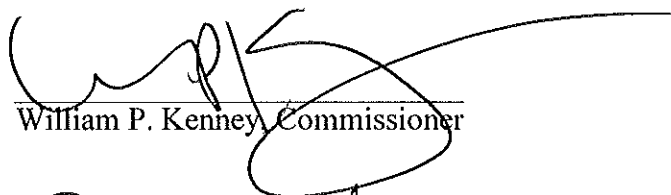
The Office of the Public Counsel, Complainant,)	
)	
v.)	Case No. WC-2014-0138
)	
Missouri-American Water Company, Respondent)	

NOTICE OF COMMUNICATION

Issue Date: January 29, 2014

On January 27, 2014, we received the attached email correspondence from Jane Cunningham with Barbara Orle's email attached. Ms Cunningham had talked with Barb Orle about the above-referenced complaint with Missouri-American Water Company. I only had contact with Ms. Cunningham and we did not discuss the specifics of the case. My Advisor, Rachel Lewis, also read the emails, but did not respond to them.

Respectfully submitted,



William P. Kenney, Commissioner



Rachel M. Lewis, Advisor to Commissioner Kenney

Dated at Jefferson City, Missouri,
on this 29th day of January, 2014.

Neuner, Joyce

From: Bill Kenney <billkenney9@gmail.com>
Sent: Tuesday, January 28, 2014 11:17 AM
To: Neuner, Joyce
Subject: Fwd: Mo/American Water Company - our complaints

----- Forwarded message -----

From: **Jane Cunningham** <jane.cunningham7@gmail.com>
Date: Mon, Jan 27, 2014 at 2:48 PM
Subject: Fwd: Mo/American Water Company - our complaints
To: BillKenney9@gmail.com

Bill-

Thanks for taking my call today.

Below is the email from Barbara Orle, the lady who is having problems with Missouri American Water in her community near Branson.

I appreciate your service on the PSC and being willing to look into this situation to see if a solution can be found.

-Jane Cunningham
[636-728-1602](tel:636-728-1602) home
[314-265-1602](tel:314-265-1602) cell
Jane.Cunningham7@gmail.com

----- Forwarded message -----

From: **Roland Orle** <rolandbarb55@gmail.com>
Date: Thu, Jan 23, 2014 at 4:25 PM
Subject: Mo/American Water Company - our complaints
To: jane.cunningham7@gmail.com

Jane, Thanks for talking with me yesterday. The community of StoneBridge is pretty distressed with the rate hikes and lack of service from this company. Missouri/American Water claims they serve 600 customers here.

They sent reps here Dec 17, 18 and 19 to answer community complaints. I talked with the head girl of the billing department. She didn't seem able to grasp the problems. The computer read-out is right and that's all we need to know. The rep from the Commissioners office didn't seem to understand either. It all seemed over their heads. Is this the new generation? All computer - no reasoning ability.

They sent a spread sheet that was suppose to spell everything out but it doesn't even line up with the bills received. We also had two sets of reversed charges sent for the same 4 month period. They didn't even agree so don't know if they are inept or if this is a ruse for exacting more money. Those 4 months had already been paid and there was no reimbursement for overcharges.

* The billing cycles vary from 22 to 34 days. Why?

* Our meter was changed out June, '13 but didn't start at zero so we got an estimated 19,000 gal. chg though the actual billing for same period '12 was 11,000 gal. 2012 was a drought year and 2013 gave us fifteen inches more rain. We turn sprinklers off when we have heavy rain. The water bills should have been much lower for 2013 but instead were higher.

*Water costs have increased 57% since taking over. Sewer charges have increased 69% according to our CPA neighbor next door.

Enough complaining. What we need is a flush by flush read out on water use. The electric company provides hour by hour read-outs on line so technology is available.

We need uniformity of one-month billing cycles. We got an old meter, why not a new one beginning at 0?

This sounds petty on paper but it was strange that after being gone for exactly one month we had two water bills awaiting us. All these years dealing with competent utility companies we wonder why the Commission has given free rein to this company..

Thank you for any suggestions you might make as to avenues of appeal.

Barbara Orle