

Complaint Case Response Form

In the Matter of: Reuben L. Crenshaw v. Missouri-American Water Company
Case No: WC-2008-0354

Listed below are several statements about your case. These statements come from the answer the utility company gave to your complaint and from the investigation conducted by the PSC staff. After each statement, you must either check the “true” box or give a reason why the statement, or any part of the statement, is not true. If you need more room to respond to a statement than given by the lines on the form, you may attach additional sheets and note the number of the statement you’re continuing to respond to. If you do not mark the “true” box and do not give an explanation why the statement is not true, we will assume that you believe the statement is true.

Missouri-American Water Company’s Statements. (These statements are taken from the Missouri-American Water Company’s Answer, filed with the PSC on June 6, 2008.)

1. The Commission lacks jurisdiction to award restitution for mental anguish, pain and suffering, or sleeplessness.

This whole statement is true.

This statement is not true because _____

2. Because of Mr. Crenshaw’s bankruptcy filing, Missouri-American Water Company (MAWC) wrote off the past-due amount in Mr. Crenshaw’s account, which now has a zero balance. MAWC states that Mr. Crenshaw therefore owes MAWC nothing for the matters alleged in the Complaint.

This whole statement is true.

This statement is not true because _____

Missouri Public Service Commission Staff's Statements. (These statements are from the Staff's Report of Investigation filed on June 20, 2008.)

1. On December 7, 2007, MAWC received bankruptcy paperwork on Mr. Crenshaw's account. The Company closed the account as of this date and no payment was required from Mr Crenshaw. A new account was started for Mr. Crenshaw at 6910 Winchester Drive with a zero balance due.

This whole statement is true.

This statement is not true because _____

2. With regard to Mr. Crenshaw's request for financial restitution for undeserved mental anguish and pain and suffering, such claims are outside the scope of the Public Service Commission's jurisdiction. The PSC's General Counsel has advised that with respect to the authority of this Commission, the Missouri Supreme Court has held that:

"The Public Service Commission has full authority to investigate complaints about rates or service and can make reports to remedy the situation in the future, but it cannot grant monetary relief for compensation for past overcharges or damages." *May Department Stores Company v. Union Electric Light & Power Company et al.*, 107 S.W. 2d 41, 58 (1937).

This whole statement is true.

This statement is not true because _____

Thank you for responding to these statements. Please return this form to the PSC by no later than July 28, 2008, so that we can continue to work on your complaint. If you do not return this form, we will assume that you do not want to continue with your complaint and it should be dismissed.