



Kenneth C. Jones  
Corporate Counsel  
Central Region

January 10, 2006

**VIA OVERNIGHT DELIVERY**

Colleen M. Dale  
Secretary of the Public Service Commission  
Governor Office Building  
200 Madison Street  
P.O. Box 360  
Jefferson City, Missouri 65102

**FILED<sup>4</sup>**

JAN 11 2006

**Missouri Public  
Service Commission**

RE: Roverman v. Missouri-American Water Company,  
Case No. WC-2006-0248

Dear Ms. Dale:

Enclosed please find for filing an original and nine copies of Respondent Missouri-American Water Company's Answer in the above-referenced matter. Please return a file-stamped copy of the Answer in the enclosed self-addressed stamped envelope.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth C. Jones".

Kenneth C. Jones

Encl.

American Water

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St. Louis, MO 63141-6875  
USA

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Missouri Public  
Service Commission

Case No. WC-2006-0248

Respondent.

01/15/2004	\$219.01
04/14/2004	\$224.05
07/14/2004	\$265.66
10/14/2004	\$260.91
01/17/2005	\$227.12
04/15/2005	\$163.13
07/15/2005	\$386.30
10/12/2005	\$203.27

5. Complainant contacted MAWC after receipt of his July 2005 water bill and asked that his meter be inspected. On July 22, 2005, Field Service Representative Amy Heath checked Complainant's meter and found no problems with it.

6. Complainant again contacted MAWC, requesting another inspection. On July 28, 2005, Field Service Representative Al Rogers checked Complainant's meter and also found that the meter, which showed a slight registration, was not damaged and had not been tampered with. Complainant requested that the meter be taken apart and inspected internally. Rogers stated that this was not possible on site, but that such an inspection could be done by bringing the meter to MAWC's service center. Complainant declined. Rogers also stated that in general, if a meter is not functioning properly, this is to the advantage of the customer – a bad meter “slows down” and does not measure the full extent of water usage. In any case, Rogers stated that the meter was working properly, and that the higher bill could be attributed to either an internal plumbing leak at the apartment complex or increased water usage by Complainant's tenants.

7. MAWC notes that the next water bill received by Complainant following the \$386.30 July 2005 bill was in October 2005 and was in the amount of \$203.27. Clearly, there was no mechanical problem with the meter incorrectly registering high usage, because his bill decreased significantly in October 2005.

8. Regarding Complainant's sewer bill from the Metropolitan St. Louis Sewer District (hereinafter “MSD”), Complainant is incorrect in stating that his sewer bill increased because of the higher usage recorded on his July 2005 water bill. In fact, MSD determines its sewer charges based on water usage data collected in the winter months – that is, water usage for the first quarter. Accordingly, Complainant's MSD bill was not

affected by the water usage recorded on his July 2005 water bill, which reflects second quarter water usage.

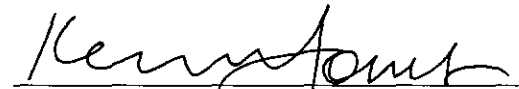
9. Except as expressly stated herein, MAWC denies each and every other allegation contained in the Complaint.

WHEREFORE, Respondent Missouri American Water Company prays that the Public Service Commission of the State of Missouri dismiss the Complaint with prejudice at Complainant's cost.

Respectfully submitted,

MISSOURI-AMERICAN WATER COMPANY

By:

  
Kenneth C. Jones, MBE#38498  
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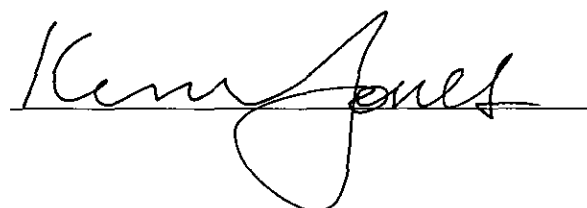
CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing was mailed postage prepaid the 10th day of January, 2006, to:

Dana K. Joyce  
General Counsel  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102

Lewis R. Mills, Jr.  
Public Counsel  
Missouri Office of Public Counsel  
P.O. Box 2230  
Jefferson City, MO 65102-2230

Gene Roverman  
10952 Whitehall Manor Dr.  
Bridgeton, MO 63044



Missouri (MOPR) Production

Ledger Information Report

Account # 617887-5 Gene's Properties LLC

Bill Date	Type	Amount	Balance
Service Address 10952 Whitehall Manor Dr			
10/19/2005	PMT	203.27CR	.00
10/12/2005	CHG	203.27	203.27
8/15/2005	PMT	386.30CR	.00
7/15/2005	CHG	386.30	386.30
4/26/2005	LKB	163.13CR	.00
4/15/2005	CHG	163.13	163.13
1/27/2005	LKB	227.12CR	.00
1/17/2005	CHG	227.12	227.12
10/26/2004	LKB	260.91CR	.00
10/14/2004	CHG	260.91	260.91
7/21/2004	LKB	265.66CR	.00
7/14/2004	CHG	265.66	265.66
4/21/2004	LKB	224.05CR	.00
4/14/2004	CHG	224.05	224.05
1/26/2004	LKB	219.01CR	.00
1/15/2004	CHG	219.01	219.01

Current	31 - 60	61 - 90	Over 90
.00	.00	.00	.00
Aged Total	Unposted \$	Adjustments	Balance
.00	.00	.00	.00

Exhibit A