

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of Missouri-American Water Company's ) **File No. WR-2010-0131**  
Request for Authority to Implement a ) Tracking No. YW-2010-0310  
General Rate Increase for Water Service ) YS-2010-0311,YS-2010-0312,  
Provided in Missouri Service Areas ) YS-2010-0313, YS-2010-0314

## ORDER REGARDING CUSTOMER NOTICES

Issue Date: January 21, 2010

Effective Date: January 21, 2010

The Missouri Public Service Commission is setting forth the language for notice of this action to Missouri-American Water Company's customers. Customer notice will include notice of local public hearings. The Commission is in the process of scheduling local public hearings. The Commission will set forth such schedule by separate order. The Commission will direct Missouri-American Water Company to send notice to each of its customers as follows.

### THE COMMISSION ORDERS THAT:

1. No later than ten days before the first local public hearing, Missouri-American Water Company ("MAWC") shall provide an individual notice to each of its customers.
2. For MAWC's water service customers, the notice described in paragraph 1 shall include the following language.

### NOTICE OF POSSIBLE RATE INCREASE AND PUBLIC HEARINGS

Missouri American Water Company ("MAWC") filed a proposal with the Missouri Public Service Commission ("PSC") that may affect your water bill. MAWC proposes to increase its gross annual revenues (excluding sales and other gross receipts taxes) as follows.

Amount	Percent
\$48,558,667	22.5

If you would like to comment on MAWC's proposal, you may do so in several ways. You may:

- In person: Testify at the local public hearings which have been set as follows:

*[insert local public hearing schedule]*

- By mail: Mail a written comment to the PSC at the following address: Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102
- Electronically: Submit a comment to the PSC through the Internet by accessing the PSC's Electronic Filing and Information System (also called "EFIS") at <https://www.efis.psc.mo.gov/mpsc/Comments.html> (please reference File No. WR-2010-0131).
- Through the Office of the Public Counsel: P.O. Box 2230, Jefferson City, Missouri 65102, telephone 573-751-4857 or toll-free 866-922-2959.

Comments are viewable by the public. **Do not include any information in a public comment that you do not wish to be made public.**

If you have a question or complaint about your utility service, please contact the PSC's Consumer Services Hotline at 1-800-392-4211.

The local public hearings will be held in buildings that meet accessibility standards required by the Americans with Disabilities Act. If you need additional accommodations to participate in these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

3. For MAWC's sewer service customers, the notice described in paragraph 1 shall include the following language.

### **NOTICE OF POSSIBLE RATE INCREASE AND PUBLIC HEARINGS**

Missouri American Water Company ("MAWC") filed a proposal with the Missouri Public Service Commission ("PSC") that may

affect your sewer bill. MAWC proposes to increase its gross annual revenues (excluding sales and other gross receipts taxes) as follows.

Amount	Percent
\$143,595	26.0

If you would like to comment on MAWC's proposal, you may do so in several ways. You may:

- Testify at the local public hearings which have been set as follows:

*[insert local public hearing schedule]*

- Mail a written comment to the PSC at the following address: Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102
- Submit a comment to the PSC electronically through the Internet by accessing the PSC's Electronic Filing and Information System (also called "EFIS") at <https://www.efis.psc.mo.gov/mpsc/Comments.html> (please reference File No. WR-2010-0131).
- Contact the Office of the Public Counsel, P.O. Box 2230, Jefferson City, Missouri 65102, telephone 573-751-4857 or toll-free 866-922-2959.

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4. Any party objecting to any language in paragraph 2 or 3 shall file suggestions to amend such language no later than January 29, 2010.

5. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Daniel Jordan, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 21<sup>st</sup> day of January 2010.