

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

In the Matter of Missouri-American Water Company's)
Request for Authority to Implement A General Rate) **File No. WR-2011-0337**
Increase for Water and Sewer Service Provided in)
Missouri Service Areas)

ORDER DIRECTING FILING

Issue Date: August 24, 2011

Effective Date: August 24, 2011

The Office of the Public Counsel and Missouri-American Water Company have proposed alternative plans for conducting local public hearings and for the use of customer comment cards. The Commission will direct filings to assist it with determining the scope, format and content of customer comment cards.

THE COMMISSION ORDERS THAT:

1. No later than September 6, 2011, the Staff of the Missouri Public Service Commission ("Staff"), the Office of the Public Counsel ("Public Counsel") and Missouri-American Water Company ("MAWC") shall jointly file an agreed-upon, proposed customer comment card that will include, at minimum, specific questions to determine if customers have experienced service quality or billing issues. The cards shall use clear language that informs customers that the comment card is not a bill for service and is not a vote on the proposed rate increase request. These parties shall also include a recommendation on the scope of using the cards, i.e. how many customers should be sampled in Missouri-American Water Company's service districts.

2. Any other party wishing to file suggestions regarding the use of customer comment cards shall file said response no later than September 6, 2011.

3. This order shall become effective immediately upon issuance.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Harold Stearley, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 24th day of August, 2011.