

**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 Increase for)
Water and Sewer Services Provided in)
Missouri Service Areas.)

Case Nos. WR-2011-0337
SR-2011-0338

JOINT PROPOSED COMMENT CARD FILING

COMES NOW the Staff of the Missouri Public Service Commission (Staff), by and through the undersigned counsel, and submits to the Missouri Public Service Commission (Commission) the following *Proposed Comment Card Filing (Proposal)*:

1. On August 24, 2011, the Commission issued an *Order Directing Filing (Order)* directing Staff, the Office of the Public Counsel (Public Counsel) and Missouri-American Water Company (MAWC) (collectively referred to as "Parties") to jointly file an agreed-upon, proposed customer comment card with specific recommendations no later than September 6, 2011.

2. On September 6, 2011, the Commission granted an extension of time, until no later than September 16, 2011 to file an agreed-upon proposed customer comment card. This filing is meant to comply with that Order.

3. Attached as Attachment A, please find an agreed-upon proposed comment card, in substantially final form, submitted by Staff, Public Counsel and MAWC.

4. Staff, Public Counsel and MAWC also discussed the scope of using the comment cards, as ordered, and the consensus was that every MAWC customer should be given the opportunity to respond to the comment card. It is further contemplated that Attachment A will serve as customer notice of the local public hearings and be mailed (either separately or as a

bill insert) to each MAWC customer at least fifteen (15) days prior to the first local public hearing.

5. The undersigned counsel has obtained permission to file this *Proposal* from counsel of both Public Counsel and MAWC.

WHEREFORE, Staff, on behalf of Public Counsel and MAWC, respectfully submits this *Proposal* to the Commissions for its information and consideration.

Respectfully submitted,

/s/ Rachel M. Lewis

Rachel M. Lewis
Deputy Counsel
Missouri Bar No. 56073

Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 526-6715 (Telephone)
(573) 751-9285 (Fax)
rachel.lewis@psc.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed or hand-delivered, transmitted by facsimile or by electronic mail to all counsel of record on this 14th day of September, 2011.

/s/ Rachel M. Lewis

Notice of Requested Rate Change & Hearings Request for Public Comment

Mailing Panel

Mailing Panel

Missouri-American Water Company

If you would like to comment publicly on Missouri-American Water's rate request that was filed with the Missouri Public Service Commission (PSC) in June 2011, you may do so:

In person: Provide sworn testimony at a local public hearing. A schedule listing dates, times and locations for all local public hearings is included as a separate enclosure for your reference.*

By Contacting the PSC's customer service: by toll free hotline from inside Missouri at 1-800-392-4211, if outside Missouri call 573-751-3234, by email at pscinfo@psc.mo.gov, or by mail at PO Box 360, Jefferson City, MO 65102.

By Contacting the Office of the Public Counsel: by phone toll-free at 866-922-2959, by email at mopco@ded.mo.gov, or by mail at PO Box 2230, Jefferson City MO 65102.

Electronically: Submit a comment to the Public Service Commission through the Internet by 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-2011-0337.) Comments can be viewed by the public. Do not include any information in a public comment that you do not wish to be made public.

* The local public hearing will be held in a building that meets accessibility standards required by the Americans with Disabilities Act. Any person needing additional accommodations to participate in these hearings may call the PSC hotline at 1-800-392-4211 or Relay Missouri at 711 prior to the meeting.

Notice of Requested Rate Change & Hearings Request for Public Comment

Missouri-American Water Company

Missouri-American Water Company (MAWC) filed a proposal with the Missouri Public Service Commission (PSC) that may affect your water {wastewater} bill. MAWC proposes to increase its gross annual revenues from all its service territories (excluding sales and other gross receipts taxes) by approximately \$43 million in the aggregate.

MAWC also proposes to eliminate district specific rates and implement uniform rates for all Missouri customers. If this rate request is approved in full, for the typical {district} residential customer using x,xxx gallons per billing cycle, the proposed {increase/decrease} would be approximately \$xx.xx per billing cycle under district specific rates or approximately \$xx.xx per billing cycle under uniform statewide rates. The proposed {increase/decrease} would reflect an overall {increase/decrease} of xx percent for the {district} under district specific rates or xx percent under uniform statewide rates. The resulting change in rates for the (district) may be greater or lesser, depending upon the resolution of various issues to be addressed in the case.

For complete details of the Missouri-American Water Company's rate case filing, go to www.psc.mo.gov and search for Case No. WR-2011-0337.

If you would like to comment on MAWC's service quality or billing issues, please return the attached comment card. Please DO NOT include bill payments or information that you do not wish to make public, such as your customer account number. Please also note that this is NOT a vote on the proposed rates.

**Customer Comment Card
Missouri-American Water Company (MAWC) Rate Request**

Case # WR-2011-0337

- This is NOT a vote for approval of the rates. • Please DO NOT submit payment with this card

Name: _____ Are you a current MAWC customer? Yes No
 Street Address: _____ City: _____ Zip Code: _____
 Phone: _____ Email: _____

Please provide any comments you would like to express regarding Missouri American Water's service quality or billing issues below:

Additional Water and Wastewater Service Comment Survey

	Strongly Agree	Agree	Disagree
1. Missouri American Water provides you with reliable service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The bill you receive from Missouri American Water is accurate and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The tap water delivered to you by Missouri American Water is of high quality. (for water customers only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you marked "disagree" for any of the statements, please provide detailed information and examples below:

Please include written comments only. Please do not include bill payments or information that you do not wish to make public, such as customer account number, etc.