

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

DEC 09 2005

Name: Gene ROVERMAN
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Missouri - American Water
Respondent

COMPLAINT

Complainant resides at 10952 Whitehall Manor Dr.
(address of complainant)

Bridgeton, MO. 63044

1. Respondent, Missouri - American Water Company
(company name)
of 727 Craig Rd, St Louis, MO 63141
(location of company), is a public utility under the
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

I received on July 2005 bill from (M.W.C.) - Missouri - American Water Co. for the amount of \$ 386.30 for April - July period. I think that bill is double, than regular bills for 4 units apartment. The bill for January - April was \$163.13 and for July - October - \$203.27. As a technical engineer I think that mechanical meter device pick-up the other gear inside when was moving. I checked for leak with my miniflowe gay, we couldn't find any. I called M.W.C. and report says that it slight registration of movement for 5 minutes. I did inspection at the other 4 units apartment and that was 3 min. of movements. It's almost the same, but the other building for the same period of time has \$164.73. The M.W.C. check the meter two times: 1). Girl came like 20 years old, looked on the meter and says, "it works well" and runaway.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

2). The man came over look with flash light on the meter and determine that meter works O.K. You can't diagnose mechanical devices like that. As I said: meters gear pick-up wrong gear maybe 100 or 1000 and jump. I used work as a technician at car repair and saw many times that cars had couple millions on speed. That is the same situation.

Because my water use too high, M.S.D. charged me for that period \$147.00, that is almost \$100.00 more than usually.

I want to get refund as \$200.00 from M.W.C. and also they response for \$100.00 paid to M.S.D.

WHEREFORE, Complainant now requests the following relief:

12.03.05

Date



Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.