

**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) Case No. WR-2010-0131
Increase for Water and Sewer Services Provided in)
Missouri Service Areas)

NOTICE REGARDING EXTERNAL COMMUNICATION

Issue Date: November 6, 2009

On November 5, 2009, I received the attached letter from Paul & Gale Butler. A copy of my response to Mr. & Mrs. Butler is also attached for the record.

Respectfully Submitted,



Robert M. Clayton III
Chairman

Dated at Jefferson City, Missouri,
On this 6th day of November, 2009.

Missouri Public Service Commission

P.O. BOX 360
JEFFERSON CITY, MO 65102

ROBERT M. CLAYTON III
CHAIRMAN

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November 6, 2009

Paul & Gale Butler
2502 Utica
Joplin MO 64801-1246

Re: WR-2010-0131 Missouri American Water Company
ER-2010-0130 Empire District Electric Company
GR-2009-0355 Missouri Gas Energy

Dear Mr. & Mrs. Butler:

Thank you very much for your letter of November 1, 2009, relating to the recent general rate case proceedings filed by Missouri American Water Company, Empire District Electric Company & Missouri Gas Energy.

I wanted to let you know that your letter has been duly filed in the above rate case. The Commission acknowledges receiving your input. Please be advised that with each rate case, public input is very important to the commission.

Although I cannot provide a specific response to your inquiry due to the limits placed on me by state law, I wanted to pass along some basics of the rate making process. The Missouri Public Service Commission is charged by Missouri Law to ensure Missouri consumers have access to safe, reliable and reasonably priced utility service while allowing those utility companies under our jurisdiction an opportunity to earn a reasonable return on their investment. To begin a rate case, a utility under our jurisdiction must file their cases through an initial filing with written direct testimony and supporting work papers. The Commission will eventually approve a procedural schedule that will include the timing for filing of rebuttal, surrebuttal and cross-surrebuttal testimony. Discovery will be conducted, including a complete, comprehensive audit by the PSC staff. Local public hearings will be held in the company territory and evidentiary, trial type hearings will be held. A decision by the Commission is required no later than 11 months following the company's original filing. All case documents can be found in our Electronic Filing and Information System (EFIS) at www.psc.mo.gov, and you should refer to Case Number listed above.

Thank you again for your letter.

Very truly yours,


Robert M. Clayton III
Chairman

cc: EFIS Case Nos. WR-2010-0131, ER-2010-0130, GR-2009-0355

Paul & Gale Butler
2502 Utica, Joplin, Missouri, 64801-1246
Phone: 417-624-8450

November 1, 2009

Chairman
Missouri Public Service Commission
P.O. Box 1157
Jefferson City, MO 65102

Dear Sir:

Please convey to your commission members our strongest objections to the proposed rate increases by Empire District Electric Company, and Missouri American Water Company.

My wife and I are on a fixed income. We survive on Social Security and a small pension. Recently, my pension was cut by one third beginning in January 2010. Social Security will be withholding more money for Medicare premiums beginning in January 2010. The Waste Water company in Joplin has, this year, increased our rates. If I remember correctly, Missouri Gas and Energy increased our natural gas rates at the first of 2009 because of the ice storm last year. Our property taxes have been increased in Joplin to pay for two new middle schools and renovation of a third. Joplin has had an increase in city sales taxes recently to pay for new police personnel and equipment.

We are being "increased" to death here! Everyone, I'm sure, has felt an increase in groceries and gasoline to put in their automobiles.

I propose that the share holders in the companies names above agree to a cut in their dividends so the rest of us can afford to heat our homes and cook our food and have the necessities of light in our homes. If the Obama "czars" can "cap" the salaries of CEO's, then the Missouri Service Commission should be able to "cap" the "increases" these necessary utilities keep insisting upon year after year.

I do not claim to speak for them, but the people in social circles in which my wife and I function (and it's pretty wide) have the same objections and difficulties with these increases.

Thank you for your service to our state, and your consideration of our plea.


Paul T. Butler