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 APPROVING PROPOSED COMMENT CARDS, DIRECTING MAILING AND DIRECTING FILING

Issue Date: September 28, 2011 Effective Date: September 28, 2011

On September 14, 2011, the Commission's Staff, the Office of the Public Counsel and Missouri-American Water Company ("MAWC") filed a proposed customer comment card. These parties recommend that every MAWC customer be given the opportunity to respond to the card. No other party offered suggestions for the cards or opposed the use of the cards as proposed. The Commission finds the format and content of the card to be appropriate and will direct MAWC to mail the customer comment cards to all of its customers.

THE COMMISSION ORDERS THAT:

- 1. The Commission approves the proposed customer comment cards.
- 2. Missouri-American Water Company shall mail the Commission-approved cards to each of its customers no later October 20, 2011.
- 3. The cards shall be returned to the Commission's Consumer Services Department no later than January 6, 2012. The return deadline shall be added to the card.

- 4. The Commission's Consumer Services Department shall file a report analyzing the customer comment cards no later than February 3, 2012.
 - 5. This order shall become effective immediately upon issuance.

BY THE COMMISSION

Steven C. Reed Secretary

(SEAL)

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

Dated at Jefferson City, Missouri, on this 28th day of September, 2011.