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General Counsel

March 24, 2009

Rob Lee  
11119 Carl  
St. Louis, Missouri 63138

RE: File No. WC-2009-0277, ***Rob Lee v. Missouri American Water Company***

Dear Mr. Lee:

Attached to this letter is a reply form that will help us to process your complaint.

The reply form lists statements made by Missouri American Water Company and the Missouri Public Service Commission ("PSC") staff who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC no later than April 17, 2009. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

A handwritten signature in dark ink, appearing to read "Daniel R.E. Jordan".

Daniel R.E. Jordan,  
Regulatory Law Judge

Enclosure