

**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 Service Provided in            )  
Missouri Service Areas.                            )        Case No. WR-2011-0337

**THE OFFICE OF THE PUBLIC COUNSEL'S REQUEST FOR CLARIFICATION**

COMES NOW the Office of the Public Counsel (Public Counsel) and for its Request for Clarification states as follows:

1. On December 19, 2011, the Staff of the Missouri Public Service Commission (Staff) filed Staff's Status Report, Request for Extension of Time, and Request for Company Response seeking among other things an extension of time to submit a report analyzing the customer comment cards which have been received. Among its explanation for its request, Staff's filing included the following enumerated paragraph:

9. Staff has routed some of the inquiries it has received to the Office of the Public Counsel ("Public Counsel"), the party who requested the customer comment cards be distributed in this matter, only to have those same inquiries returned for action by Commission's Consumer Services Staff. Inquiries that were sent to Public Counsel generally relate to matters typically handled by Public Counsel, such as questions inquiring as to who represents customers in the rate case process.

2. On December 21, 2011, the Missouri Public Service Commission (Commission) issued an Order Granting Extension of Time and Request for Clarity. In its Order, the Commission attempts to cite reasons for Staff's request for an extension of time to submit its report analyzing the comment cards. One of the purported reasons the Order lists is:

... (4) the Office of the Public Counsel's unwillingness to process cards that contain inquiries specific to its office.

3. Public Counsel seeks clarification as to how Staff's paragraph (9) regarding customer inquiries could in any way be interpreted that Public Counsel has been unwilling to process customer comment cards.

4. The Commission is well aware that Public Counsel has always been willing to process the customer comment cards that it requested in this case. It was the Commission itself that determined the customer comment cards should be processed by Staff rather than Public Counsel.

5. Staff has routed no customer comment cards to Public Counsel for processing; therefore the Commission's statement in its Order is erroneous and unduly accusatory.

6. Public Counsel requests that the Commission issue a statement of clarification accurately explaining why Staff's request for an extension of time is being granted.

**WHEREFORE,** Public Counsel respectfully submits its request.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

**/s/ Christina L. Baker**

By: \_\_\_\_\_

Christina L. Baker (#58303)  
Senior Public Counsel  
P O Box 2230  
Jefferson City, MO 65102  
(573) 751-5565  
(573) 751-5562 FAX  
christina.baker@ded.mo.gov

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the following this 21<sup>st</sup> day of December 2011:

**Missouri Public Service Commission**

Rachel Lewis  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
Rachel.Lewis@psc.mo.gov

**Missouri Public Service Commission**

Office General Counsel  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
GenCounsel@psc.mo.gov

**Missouri-American Water Company**

Dean L Cooper  
312 East Capitol  
P.O. Box 456  
Jefferson City, MO 65102  
dcooper@brydonlaw.com

**Missouri-American Water Company**

W R England  
312 East Capitol Avenue  
P.O. Box 456  
Jefferson City, MO 65102  
trip@brydonlaw.com

**Missouri-American Water Company**

John J Reichart  
727 Craig Road  
St. Louis, MO 63141  
john.reichart@amwater.com

**Public Water Supply District No. 1 of Andrew County**

James M Fischer  
101 Madison Street, Suite 400  
Jefferson City, MO 65101  
jfischerpc@aol.com

**Public Water Supply District No. 1 of Andrew County**

Larry W Dority  
101 Madison, Suite 400  
Jefferson City, MO 65101  
lwdority@sprintmail.com

**Public Water Supply District No. 2 of Andrew County**

James M Fischer  
101 Madison Street, Suite 400  
Jefferson City, MO 65101  
jfischerpc@aol.com

**Public Water Supply District No. 2 of Andrew County**

Larry W Dority  
101 Madison, Suite 400  
Jefferson City, MO 65101  
lwdority@sprintmail.com

**Triumph Foods, LLC**

Lisa A Gilbreath  
4520 Main, Suite 1100  
Kansas City, MO 64111  
lisa.gilbreath@snrdenton.com

**Triumph Foods, LLC**  
Karl Zobrist  
4520 Main Street, Suite 1100  
Kansas City, MO 64111  
karl.zobrist@snrdenton.com

**Utility Workers Union of America Local 335**  
Michael A Evans  
7730 Carondelet, Suite 200  
St. Louis, MO 63105  
mevans@hammondshinners.com

**AG Processing, Inc**  
David Woodsmall  
428 E. Capitol Ave., Suite 300  
Jefferson City, MO 65101  
dwoodsmall@fcplaw.com

**AG Processing, Inc**  
Stuart Conrad  
3100 Broadway, Suite 1209  
Kansas City, MO 64111  
stucon@fcplaw.com

**BJC HealthCare**  
Lisa C Langeneckert  
600 Washington Avenue, 15th Floor  
St. Louis, MO 63101-1313  
llangeneckert@sandbergphoenix.com

**City of Brunswick**  
James M Fischer  
101 Madison Street, Suite 400  
Jefferson City, MO 65101  
jfischerpc@aol.com

**City of Brunswick**  
Larry W Dority  
101 Madison, Suite 400  
Jefferson City, MO 65101  
lwdority@sprintmail.com

**City of Jefferson City, Missouri**  
Mark W Comley  
601 Monroe Street., Suite 301  
Jefferson City, MO 65102-0537  
comleym@ncrpc.com

**City of Joplin, Missouri**  
Marc H Ellinger  
308 E. High Street, Ste. 301  
Jefferson City, MO 65101  
mellinger@blitzbardgett.com

**City of Riverside, Missouri**  
Joseph P Bednar  
308 E High St Suite 222  
Jefferson City, MO 65101  
jbednar@spencerfane.com

**City of Riverside, Missouri**  
Eric Steinle  
1000 Walnut Street, Suite 1400  
Kansas City, MO 64106-2140  
esteinle@spencerfane.com

**City of St. Joseph, Missouri**  
William D Steinmeier  
2031 Tower Drive  
P.O. Box 104595  
Jefferson City, MO 65110-4595  
wds@wdspe.com

**City of Warrensburg, Missouri**

Leland B Curtis  
130 S. Bemiston, Suite 200  
St. Louis, MO 63105  
lcurtis@lawfirmemail.com

**Empire District Electric Company, The**

Craig S Johnson  
304 E. High Street, Ste. 200  
P.O. Box 1670  
Jefferson City, MO 65102  
cj@cjaslaw.com

**Metropolitan St. Louis Sewer District  
(MSD)**

Byron E Francis  
7700 Forsyth Blvd., Suite 1800  
St. Louis, MO 63105  
bfrancis@armstrongteasdale.com

**Metropolitan St. Louis Sewer District  
(MSD)**

J. Kent Lowry  
3405 West Truman, Suite 210  
Jefferson City, MO 65109  
klowry@armstrongteasdale.com

**Missouri Industrial Energy Consumers**

Diana M Vuylsteke  
211 N. Broadway, Suite 3600  
St. Louis, MO 63102  
dmvuylsteke@bryancave.com

**/s/ Christina L. Baker**

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