

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

**THE OFFICE OF THE PUBLIC COUNSEL'S REQUEST FOR
ADDITIONAL INFORMATION**

COMES NOW the Office of the Public Counsel (Public Counsel) and for its Request for Additional Information 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 which 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 19, 2011, the Missouri Public Service Commission (Commission) issued an Order Directing Filing ordering Public Counsel to respond, at a minimum, to paragraph 9 of Staff's status report by December 30, 2011.

3. After investigation, Public Counsel is unaware of any instance in which a customer inquiry was routed to Public Counsel by Staff only to have that same customer inquiry returned for action by Staff's Consumer Services Department.

4. Therefore, Public Counsel requests that the Commission order Staff to provide any additional information it possesses regarding these inquiries such as customer name, date and time of inquiry, subject of inquiry, name of transferring Staff employee, etc., so that Public Counsel may fully investigate and respond as ordered to paragraph 9 of Staff's status report.

WHEREFORE, Public Counsel respectfully submits its request.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

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By: _____

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the following this 20th day of December 2011:

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