

**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 GRANTING REQUEST FOR CLARITY**

Issue Date: December 21, 2011

Effective Date: December 21, 2011

On December 21, 2011, the Commission issued an order captioned "Order Granting Extension of Time and Request for Clarity." In that order the Commission summarized and listed the reasons Staff requested an extension of time to process customer comment cards. The order stated:

Staff cites a number of reasons for the request, all of which involve work load issues. Those reasons include: (1) the large number of cards to process; (2) the large number of phone calls, emails and regular mail inquiries generated by the comment cards, which also must be processed; (3) multiple errors associated with MAWC's distribution of the cards; and (4) the Office of the Public Counsel's unwillingness to process cards that contain inquiries specific to its office.

Public Counsel now objects to the summation of Staff's reason number 4, declaring it to be erroneous and unduly accusatory. The statement was attempting to summarize an issue identified by Staff in paragraph 9 of its status report and request for an extension of time, which states as follows:

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.

For clarity, the Commission has not made a determination as to whether Public Counsel has been unwilling to process customer comment cards. The order clearly states that Staff cited a number of reasons for requiring additional time to process the cards, and attempted to accurately summarize those reasons.

Additionally, the Commission has already provided Public Counsel with the opportunity to respond to Staff's paragraph 9 directly. Public Counsel's response is due on December 30, 2011. Furthermore, to assist Public Counsel, the Commission has already directed its Staff to provide Public Counsel with any information it has with regard to having had comment cards returned to the Commission's Consumer Services Staff for processing from Public Counsel.

Again, for clarity, the Commission has not made a finding regarding this controversy. The Commission is hopeful that Staff and Public Counsel can provide it with clarity as to what transpired with regard to the comment cards.

**THE COMMISSION ORDERS THAT:**

1. The Office of the Public Counsel's request for clarification is granted. To the extent the Commission's December 21, 2011 "Order Granting Extension of Time and Request for Clarity" requires clarification, it is so clarified in the body of this order.

2. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

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

Dated at Jefferson City, Missouri,  
on this 21<sup>st</sup> day of December, 2011.