

**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, et al.**  
Increase for Water and Sewer Service Provided in     )  
Missouri Service Areas                                     )

**ORDER SETTING LOCAL PUBLIC HEARINGS  
AND DIRECTING NOTICE**

Issue Date: October 12, 2011

Effective Date: October 12, 2011

The Commission will schedule local public hearings at locations in Missouri American Water Company's ("MAWC") service area. The Commission will also direct notice of the hearings.

**THE COMMISSION ORDERS THAT:**

1. The Commission shall hold a local public hearing on Wednesday, December 14, 2011, beginning at 11:30 a.m., and continuing until all persons who wish to testify have done so, at the Branson City Hall, City Council Chambers, 110 W. Maddux Street, Branson, Missouri 65616.

2. The Commission shall hold a local public hearing on Wednesday, December 14, 2011, beginning at 5:30 p.m., and continuing until all persons who wish to testify have done so, at Cornell Auditorium in the Missouri Southern State University Robert W. Plaster Free Enterprise Center, 3950 E Newman Road, Joplin, Missouri 64801.

3. The Commission shall hold a local public hearing on Thursday, December 15, 2011, beginning at 11:30 a.m., and continuing until all persons who wish to

testify have done so, at the Warsaw Community Building (City Hall), Harbor Room, 181 W. Harrison Street, Warsaw, Missouri 65355.

4. The Commission shall hold a local public hearing on Thursday, December 15, 2011, beginning at 5:30 p.m., and continuing until all persons who wish to testify have done so, at the Municipal Building, City Council Chambers, 200 S. Osage Street, Sedalia, Missouri 65301.

5. The Commission shall hold a local public hearing on Thursday, January 5, 2012, beginning at 11:30 a.m., and continuing until all persons who wish to testify have done so, at the City Council Chambers, 2950 NW Vivion Road, Riverside, Missouri 64150.

6. The Commission shall hold a local public hearing on Thursday, January 5, 2012, beginning at 5:30 p.m., and continuing until all persons who wish to testify have done so, at Leah Spratt Hall, Room 201, Missouri Western State University, 4525 Downs Drive, St. Joseph, Missouri 64507.

7. The Commission shall hold a local public hearing on Monday, January 9, 2012, beginning at 11:30 a.m., and continuing until all persons who wish to testify have done so, at the St. Louis County Library, Thornhill Branch Auditorium, 12863 Willowick Drive, St. Louis, Missouri 63146.

8. The Commission shall hold a local public hearing on Monday, January 9, 2012, beginning at 5:30 p.m., and continuing until all persons who wish to testify have done so, at the University of Missouri – St. Louis, North Campus, JC Penney Building Conference Center, Summit Room, One University Boulevard, St. Louis, Missouri 63121.

9. The Commission shall hold a local public hearing on Thursday, January 12, 2012, beginning at 11:30 a.m., and continuing until all persons who wish to testify have done so, at the Courthouse, Community Room, 101 N. Jefferson Street, Mexico, Missouri 65265.

10. The Commission shall hold a local public hearing on Thursday, January 12, 2012, beginning at 5:30 p.m., and continuing until all persons who wish to testify have done so, at the Public Service Commission's Office, Room 310, 200 Madison Street, Jefferson City, Missouri 65102.

11. The Commission shall hold a local public hearing on Tuesday, January 17, 2012, beginning at 5:30 p.m., and continuing until all persons who wish to testify have done so, at the Knights of Columbus Hall, 124 E. Broadway, Brunswick, Missouri 65236.

12. Contemporaneously with the mailing of customer comment cards, Missouri American Water Company shall provide individual notice to each of its electric service customers. The notice's content and format shall be agreed to by the parties and a copy of the notice shall be filed no later than November 11, 2011.

13. At each local public hearing:

- a.) The Commission's Public Information Office shall make an informational presentation and conduct a question-and-answer session for the public beginning 30 minutes prior to the taking of public testimony.
- b.) Missouri-American Water Company, the Commission's Staff, and the Office of the Public Counsel shall bring sufficient copies of a one-page statement outlining their current assessment of the case for distribution at the question-and-answer session.
- c.) Missouri-American Water Company, the Commission's Staff, and the Office of the Public Counsel shall make a representative available to address substantive issues during the question-and-answer session.

d.) Any other party, at its discretion, may prepare a statement and make a representative available to address substantive issues during the question and answer session.

14. The local public hearings shall be held in facilities that meet the accessibility requirements of the Americans with Disabilities Act. Any person who needs additional accommodation to participate in the hearings shall call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 before the hearings.

15. The Data Center of the Missouri Public Service Commission shall serve a copy of this order upon the county commission of each county in Missouri American Water Company's service area, as well as upon the governing body for the City of St. Louis.

16. The Public Information Office of the Missouri Public Service Commission shall send a copy of this order to members of the General Assembly and to the media that serve Missouri American Water Company's service area.

17. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

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

Dated at Jefferson City, Missouri,  
on this 12<sup>th</sup> day of October, 2011.