

**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 Services Provided in)
Missouri Service Areas.)

Case Nos. WR-2011-0337
SR-2011-0338

STAFF'S REQUEST FOR EXTENSION OF TIME

COMES NOW the Staff of the Missouri Public Service Commission (Staff), by and through the undersigned counsel, and submits to the Missouri Public Service Commission (Commission) the following *Request for Extension of Time (Request)*:

1. On July 5, 2011, the Commission issued an *Order Directing Notice, Setting Intervention Deadline, Setting Hearings, Directing Filings and Setting Procedural Schedule (Order)*.

2. The *Order* includes that “[n]o later than August 31, 2011, the Commission’s Consumer Services Department shall file a report identifying and describing all customer complaints against MAWC, informal or formal, that were received by the Commission between the time when MAWC’s last rate case concluded and the date in which the current case was filed.”

3. Staff hereby seeks an extension of time, until September 30, 2011, for the Commission’s Consumer Services Department to file such a report.

4. This request for more time is not meant as a delay tactic, but rather to provide the Consumer Services Department adequate time to gather such information and prepare a detailed report to the Commission.

WHEREFORE, Staff respectfully submits this *Request* and respectfully asks the Commission to grant the Commission's Consumer Services Department until September 30, 2011, to file the report described in the Commission's *Order*.

Respectfully submitted,

/s/ Rachel M. Lewis

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed or hand-delivered, transmitted by facsimile or by electronic mail to all counsel of record on this 11th day of August, 2011.

/s/ Rachel M. Lewis