

**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 MOTION TO MODIFY**

Issue Date: October 3, 2011

Effective Date: October 3, 2011

On September 30, 2011, Missouri-American Water Company ("MAWC") filed a motion to modify the Commission's September 28, 2011 order directing the schedule for mailing comment cards. Specifically MAWC requests that the Commission direct it to mail the comment cards (either separately or as a bill insert) to each MAWC customer at least fifteen (15) days prior to the first local public hearing. The request would allow the local public hearing information to be included on the cards and allow MAWC to economize the mailings.

The Commission is in the process of securing dates and locations for the public hearings, and should have that schedule completed within the next two weeks. The first hearing will be scheduled for December 14, 2011. As noted in the September 28, 2011 order, the deadline for returning the comment cards will be set for January 6, 2012. The Commission would like MAWC's customers to have one month to complete the card and return their responses. Consequently, the Commission will direct MAWC to mail the cards no later than December 2, 2011. The Commission believes this deadline will provide MAWC the flexibility it needs to economize the mailings and include all local public hearing information on the comment cards. This deadline should also ensure adequate notice for the hearings.

**THE COMMISSION ORDERS THAT:**

1. Missouri-American Water Company's motion to modify is granted.
2. Missouri-American Water Company shall mail the Commission-approved cards to each of its customers no later December 2, 2011.
3. The cards shall be returned to the Commission's Consumer Services Department no later than January 6, 2012. The return deadline shall be added to the card.
4. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

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

Dated at Jefferson City, Missouri,  
on this 3<sup>rd</sup> day of October, 2011.