

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
St. Louis on the 30th day of
October, 2013.

In the Matter of Missouri-American Water)	<u>File No. WR-2011-0337</u>
Company's Request for Authority to Implement)	<u>File No. SR-2011-0338</u>
a General rate Increase for Water and Sewer)	
Service Provided in Missouri Service Areas.)	

ORDER GRANTING WAIVER

Issue Date: October 30, 2013

Effective Date: November 11, 2013

On July 30, 2011 Missouri-American Water Company ("MAWC") filed a tariff for general rate increases for its water and sewer services. On March 7, 2012, the Commission issued an order approving a non-unanimous stipulation and agreement. Under the terms of the Commission-approved agreement, MAWC is required to provide the Commission's Staff monthly and quarterly data identifying the number of bills issued outside the 26-35 day period for monthly billed customers.

On October 1, 2013, MAWC filed *MAWC'S Motion for Wavier/Variance*. MAWC states that the implementation of a new billing system prevents it from providing the "number of bills issued outside the 26-35 day period for monthly billed customers" for May 2013. MAWC requested a variance/waiver from its obligation to report this information, as required in the Commission's March 7, 2012 order.

On October 2, 2013, the Commission issued an order directing Commission Staff to file its recommendation on MAWC's request and set a deadline for interested parties to file

objections. No objections were received. On October 21, 2013, Staff filed a recommendation supporting MAWC's request for a waiver.

Because of the unexpected issues resulting from the implementation of the new billing system, the Commission finds that good cause exists to waive compliance with the section of the agreement for the one monthly period of May 2013.

THE COMMISSION ORDERS THAT:

1. The Commission waives compliance by Missouri-American Water Company with the requirement in the Commission's March 7, 2012 order to report to the Staff of the Commission the number of bills issued outside the 26-35 day period for monthly billed customers for the May 2013 period.
2. This order shall become effective on November 11, 2013.
3. This file may be closed on November 12, 2013.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

R. Kenney, Chm., Stoll, W. Kenney,
and Hall, CC., concur.

Burton, Regulatory Law Judge