

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) **File No. WR-2010-0131**
General Rate Increase for Water Service) Tracking No. YW-2010-0310
Provided in Missouri Service Areas)

NOTICE REGARDING LOCAL PUBLIC HEARINGS

Issue Date: March 31, 2010

The Missouri Public Service Commission is explaining the procedure for the local public hearings scheduled for March 31 and April 1, 2010.

The Commission has noted that the testimony that the Commission receives at a local public hearing is more helpful and focused at some times than at others. The more useful testimony occurs when the question-and-answer-session ("Q&A") is longer and includes more dialogue between the parties and the public. For that reason, the Commission is enhancing the Q&A as follows.

The Commission's staff ("Staff") will conduct the Q&A as usual and will expand its presentation to help educate the public on the rate-setting process. The parties already ordered to appear will have time (not more than five minutes) to make a statement of their position, which may refer to the one-page document that the Commission has ordered them to bring for distribution. The Q&A may include other parties whose participation is optional. Parties ordered, or opting, to appear will address questions from the public. The Commission may allow the Q&A to go beyond the scheduled time.

Also, the Commission will video-record the Q&A. All parties have notice of the Q&A. Therefore, Commissioners and the regulatory law judge assigned to the case

may be present during the Q&A and benefit from the discussion without danger of improper communication.

Further, the Commission will continue to assess the local public hearing procedure to enhance its purposes of education and investigation.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Daniel Jordan, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 31st day of March, 2010.