

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Seth and Jeanette Langton,	)	
	)	
Complainants,	)	
	)	
v.	)	<u>Case No. WC-2008-0350</u>
	)	
Missouri American Water,	)	
	)	
Respondent.	)	

NOTICE OF COMPLAINT

Issue Date: April 29, 2008

Missouri-American Water Company
727 Craig Road
St. Louis, Missouri 63141

CERTIFIED MAIL

On January 29, 2008, Complainants Seth and Jeanette Langton filed a formal complaint with the Missouri Public Service Commission against Respondent Missouri-American Water Company ("MAWC"), a copy of which is enclosed. Under Commission Rule 4 CSR 240-2.070(7), Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied. Since this notice is being issued on April 29, 2008, MAWC's response is due no later than May 29, 2008.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether the Complainants are also willing to submit to voluntary mediation. If the Complainants agree to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainants decline the opportunity to seek mediation, the Respondent will be notified in writing that the tolling period has ceased and will also be notified of the date

by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (including the answer, the notice of satisfaction of complaint, or request for mediation) shall be mailed to:

Secretary of the Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy of such pleadings shall be served upon the Complainants at their home address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainants.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 29th day of April, 2008.

Lane, Regulatory Law Judge

Copy to: Seth and Jeanette Langton
733 Sherwood Drive
Webster Groves, Missouri 63119

FILED

Name: SETH & JEANETTE LANGTON
Complainant

Case No.

Company Name: MISSOURI AMERICAN WATER
Respondent

Complainant resides at 733 STEARNOOD DR.
(address of complainant)

WEBSTER GROVES, MO 63119

1. Respondent, MISSOURI AMERICAN WATER
(company name)

of P.O. BOX 5127 CAROL SPRING, IL 60197 5127 (location of company) ^(company name) is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

SEE ATTACHED LETTER

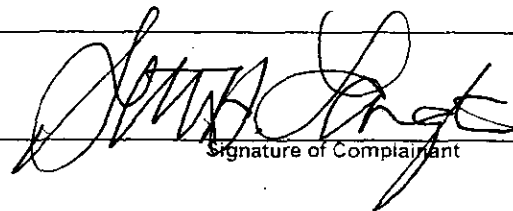
3. The Complainant has taken the following steps to present this complaint to the Respondent: .

SEE ATTACHED LETTER.

WHEREFORE, Complainant now requests the following relief:

SEE ATTACHED LETTER
30 HRS @ \$120/Hr. \$3600

APRIL 16 '00
Date


Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

April 16, 2008

Secretary of the Missouri Public Service Commission
Attn: Data Center
P.O. Box 360
Jefferson City, MO 65102-0360

RE: Missouri American Water
316 Selma Ave.
Webster Groves, MO

Attn: Cecilia Barr
Consumer Services Specialist II

We have owned the property at 316 Selma in Webster Groves for almost thirty years. At one time we lived at the property, currently we rent the property. Our home address is 733 Sherwood Drive, St. Louis, MO 63119. Our residence is approximately 10 or 12 blocks from the property.

We have had an outstanding history of paying all of our utility bills, including any for service to the property. Prior to Missouri American Water buying the system, we had no problems on water service, complaints, late pays, etc.

Missouri American Water discontinued reading our water meter in approximately 2002. For reasons which can only be explained by Missouri American Water, we received estimated bills. In mid 2006 we were notified that they needed to read the meter at the property. We were somewhat surprised because in the past these had been taken care of on a routine basis.

Customer service at Missouri American Water has been inadequate; costing us time, money, and loss of productivity due to their mistakes.

Initially in 2006, Missouri American Water contacted us to read the meter. It took approximately four attempts to get the water meter read and the remote meter installed as suggested by Missouri American Water. It should be noted that the property is a continuously occupied residence. The Beers live on the second floor, are retired, and are at home on a daily basis. For the first scheduled reading, Missouri American Water personnel rang the doorbell once. Mrs. Beers saw them on the porch but he was back in his truck before she could open the door and get his attention. Prior to the second scheduled reading, in discussions with the Missouri American Water representative, it was noted that there was a side entry on the building that could be accessed and was always opened. The Missouri American Water person could go to the back door and have access to the tenant and to the meter. A very detailed message was included with the service instructions. In addition to this my cell phone number, office number and home phone number were all provided as part of this service order. These instructions were apparently ignored and the meter was not read. The third time it was scheduled

Missouri American Water
316 Selma
Webster Groves, MO
April 16, 2008
Page 2 of 3

directly with me, by my cell phone so that I would be there and try to accomplish this task. I had scheduled to be there irregardless. The Missouri American Water representative showed up the day before our appointment, therefore the reading and installation of the remote meter could not be accomplished. Finally on the fourth try, per previous instructions, the meter was read and a remote reader was installed. We have never received an explanation for apparent lack of customer service, for what seems to be a relatively routine task. During our previous 20 years of service by Webster Groves we never experienced the amount of confusion and miscommunication which happened in approximately a month's time with Missouri American Water.

After the initial reading on approximately August 30th and the next on December 19th, we had a water bill for almost \$400.00 for past usage. This was much more than we could pay at that time therefore we entered into a payment agreement.

Attached you will see numerous incorrect bills and payment amounts. In addition, bills have arrived with an unrealistic payment due in a few days. Reference bill dated 01/30/2007 which we received on February 1, 2007. Bill was due by Monday, February 5, 2007.

We wrote a check to Missouri American Water for \$26.09 which was the stated payment. Payment was recorded as \$26.00 by Missouri American Water and/or the Bank for \$26.00, therefore we were automatically past due. We were not notified until almost thirty days later, making this situation even more difficult to correct. I certainly didn't write the check for \$.09 less than what was due. The check was recorded by Missouri American Water incorrectly. Numerous phone calls to Missouri American Water were unable to resolve this issue. Nine cents doesn't really seem the kind of issue to create this problem. This was not the only time. In September of 2006 we had an issue where a check was entered for \$.01 difference from the amount. For this we also received many phone calls and disconnection notices.

The time spent by Missouri American Water personnel hardly seems appropriate when this issue could have easily been resolved. Solutions suggested by us to send a check to make up the difference, send a check for the new payment early, etc., were met with total resistance and threat of disconnection. There were many ways to resolve this issue.

To exacerbate a bad situation that already existed, we received annoying phone calls from Missouri American Water during the day, evening, weekends and holidays. Most of these have been documented. At times the Missouri American personnel calling were sympathetic, but most were unhelpful. During this period of time there were many calls I made to a Missouri American Water. Rarely did I spend less than 15 minutes on the phone waiting and almost a half and hour to get to the right person, but with no resolution. After spending this amount of time on the phone, personnel were not helpful and insensitive to addressing the problem.

This past January I tried to resolve our outstanding balance. I received many incomplete statements from Missouri American Water people. I received several that appeared to be complete but each one had a different total amount due. Most of these were not received

Missouri American Water
316 Selma
Webster Groves, MO
April 16, 2008
Page 3 of 3

by mail, but faxed to my office. Many times when they indicated a statement would be faxed in an hour, we did not receive it for over 24 hrs. While some personnel were apologetic, disconnection threats continued.

In spite of this misinformation and incorrect data, I continued to make payments in a timely fashion, typically two weeks before the due date.

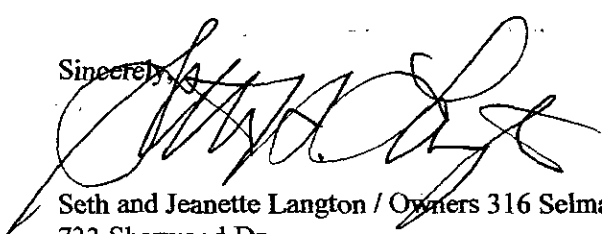
Only after my complaint to your office did Missouri American Water personnel stop making phone calls.

At one time, Missouri American Water indicated that they would send a reimbursement of \$30.00 to compensate for my time. This has never been received, but this amount doesn't nearly represent the time that has been extended trying to resolve a fairly simple problem primarily created by Missouri American Water Company. At minimum, I have over 30 hours spent on this property- trips to the site, time on the phone in attempting to reach a resolution, etc. As a small business, this represents a cost of billable time that I cannot recoup. It appears that this is a significant amount which I have invested in this effort.

While the time and money is a factor, it seems as if the bigger issue is the unprofessional manner which we were treated.

I would appreciate a response to each one our points. If clarifications are required contact us directly for more information.

Sincerely,



Seth and Jeanette Langton / Owners 316 Selma
733 Sherwood Dr.
St. Louis, MO 63119



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

TERRY JARRETT

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

March 5, 2008

Mr. Seth Langton
733 Sherwood Drive
St. Louis, MO. 63119-3755

Dear Mr. Langton:

This letter is in response to your indication that you wish to file a formal complaint against Missouri American Water (Company) regarding your billing issues at the service address of 316 Selma Avenue, Webster Groves, MO.

A formal complaint must be filed in written form including an original or duplicate original and eight (8) copies addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual, must be represented by an attorney.

Please note, failure to pay the amount of a bill which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may be subject to discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company

Mr. Seth Langton
March 5, 2008
Page 2 of 2

immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

Cecilia Barr

Cecilia Barr
Consumer Services Specialist II

cc: Missouri American Water

Enclosures: Formal Complaint Form
Chapter 2 - Rules of Practice and Procedure

MAW 20 08
104 PM

ON APRIL 30
HOCO
UNTIL

Collection 418-433-4627
FAX ATT: COLLECTIONS

ACLF #

Customer Account Information

For Service To: Seth Langton
316 Selma Ave
Account Number: 35-0720748-2
Premise Number: 35-0354656

Billing Period & Meter Information

Billing Date: Mar 07, 2008
Billing Period: Nov 29 to Mar 03 (95 days)
Next reading on/about: Jun 02, 2008
Rate Type: Residential

Meter readings in current billing period:

Meter Number 0083448783 is a 5/8-inch meter.
Present-actual 424
Last-actual 353
100 CF used 71
1 cu. ft. equals 7.50 gallons
Gallons used 53250

Billing Summary**Prior Balance**

Previous Balance Utility Charges \$364.48
Balance from last bill \$364.48
Payments as of Mar 07, 2008 Thanks -234.14
Total prior balance Mar 07, 2008 130.34

Current Water Charges

Customer Charge 10.23
Usage Chrg (\$1.731900 x 71.00) 122.96
Total water charges Mar 07, 2008 133.19

Other Current Charges

Fire Hydrant Service 4.26
Primacy (St. Louis) < 1' .27
Service Line Protection Charge 3.00
Total other charges Mar 07, 2008 7.53

Taxes

Gross Receipts Tax 10.35
Total taxes Mar 07, 2008 10.35

TOTAL AMOUNT DUE**\$281.41**

Delinquent if not received by:
Mar 24, 2008

Messages from Missouri American Water

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

The due date pertains to current charges only. Any past due balance should be paid immediately.

* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.

Customers may also pay on-line at www.water.paymybill.com. A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.

* Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.

Customer Service and Emergencies: 1-866-430-0820 (24 Hours)

Visit us on the INTERNET at: www.mawc.com

RAW100AW2121

003892/003892 PCEBV0 TAV01.13

A104 3415

0003507207482000000000023491006



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578

For Service To: 316 Selma Ave

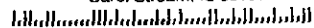
009722 1 AT 0.334 1722/9722/001722 035 1 PCKAC

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755

ACCOUNT NUMBER	35-0720748-2
AMOUNT DUE	\$234.91
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



MAILED 1

Return this portion with payment.

OVERDUE NOTICE

Your water bill for the amount shown above is now overdue. To assure continued service, payment is due upon receipt of this notice. If payment or other arrangements for payment has been made recently, please disregard this notice.

THANK YOU

Please use the enclosed envelope to mail your payment. If you are unable to make payment in full, you may contact the company within the next 10 days and request the opportunity to make payment arrangements.

For authorized payment agent locations, call Customer Service at 1-866-358-3429.



Office hours: 24 hours a day, 7 days a week
Customer Service: 1-866-358-3429
Visit us on the INTERNET at: <http://www.mawc.com>

001722001722 PCKAC 1A102



Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

AMW003 POE1EA 00000002

01/24/2008

PAID 1/29/08

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755

Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This letter is in regard to your recent inquiry with American Water. Below you will find your account ledger history. We hope you find this information satisfactory. Please contact customer service if you have any additional questions or concerns.

Current Balance: \$ 182.61

Bill Date:	Type:	Amount:
03/29/02	CHG	45.74
06/12/02	CHG	65.02
09/13/02	CHG	72.65
12/11/02	CHG	72.65
03/13/03	CHG	122.52
06/11/03	CHG	87.42
09/09/03	CHG	71.00
12/10/03	CHG	75.92
03/12/04	CHG	120.47
06/10/04	CHG	72.69
09/08/04	CHG	72.68
12/08/04	CHG	74.33
03/14/05	CHG	120.49
06/03/05	CHG	141.32
09/08/05	CHG	72.68
12/08/05	CHG	74.33
03/14/06	CHG	76.74
06/12/06	CHG	73.00
06/28/06	CHG	73.00 CR
09/08/06	CHG	75.70
12/07/06	CHG	76.46
01/31/07	CHG	471.56
03/08/07	CHG	219.92
04/12/07	PMT	29.51 CR
05/29/07	PMT	28.45 CR
06/26/07	PMT	201.17 CR
08/13/07	PMT	28.42 CR
09/05/07	CHG	149.08
09/24/07	PMT	149.08 CR
12/04/07	CHG	129.57

CRASH

17 MIN ON PHONE

FOR COMCAST CITY



01-408

PM1

26.70 CR

Please contact our Customer Service Center at 1-866-430-0820, if we can provide additional assistance. Representatives are available 24 hours a day, 7 days a week for your convenience.

Sincerely,

Customer Service



Code	Definition
AAR	Adjusted Account Receivable This entry is used for accounting purposes and has no impact on your account
ACH	Automatic Clearing House A payment made via the internet or an Online Banking Service
BAL	Balance Forward
BD	Bad Debt/Charge Off An outstanding balance that has been forwarded to a Collection Agency
CCP	Credit card or check payment made via the company's internet or telephone service
CHG	Charges/Bill
DEP	Deposit
EFT	Payments made via American Water's Electronic Funds Transfer (EFT) Program
LBA	Lock Box Adjustment Used to correct a ledger entry that was made in error at a lock box location
LKB	Payments processed at a lock box location
LTC	Late Charge
PMT	Payment
PWW	Payment made on wastewater (sewer) balance
REF	Credit Refund
RP	Return Payment
RPC	Return Payment Charge
TRF	Transferred balance from another account

MO. AMER. WATER

WorldPoints

APPROX. JAN 15 08



866-358-3420

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POINTEA TENN

820-839

② CUST. SERVICE

PREP. STILL

18180WB OTHER

CUST. SERVICE

866-256-6426

① MAIN CUSTOMER

② 24 HOUR ATGHT CALL CDR

ATGHT

ONOREA - MO. AMERICAN WATER

WILL FAX FOR GLAT

†See inside for rate, fee, and other cost information.



mo am.

866 -

3581

3424

REMOVED

12/28/07

CB³² AM

10

American Water Correspondence Department
Address: PO Box 578 Alton, IL 62002
Fax: 618-433-4569
Phone: 866-amwater (866-269-2837)



**American
Water**

Fax

To: Seth Langston

From: MO - American Water

Attn:

Attn: Andrea - Correspondence

Fax: 314-721-6668

Pages: 6 including cover

Phone:

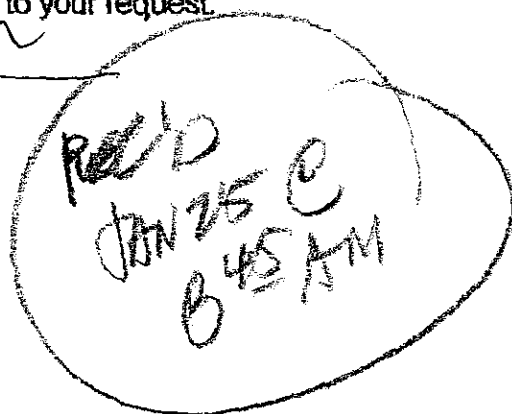
Date: Thursday, January 24, 2008

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments: Account Statement(s)

Please review information attached in response to your request.

1/28/07 - 243 - 3rd OWNER



If you do not receive all of the pages indicated, please contact the phone number listed above.

This facsimile contains Privileged and Confidential Information intended only for the use of the Addressee(s) named above. If you are not the intended recipient of the facsimile, or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination or copying of this facsimile is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and return the original facsimile to us at the above address by mail.

Thank You.

Pod 7

9:4PM

TALBERAL

Page 1
LED/CIS1300R

Missouri (MOPR) Production

Ledger Information Report

Account # 720748-3 Seth Langton

Bill Date	Type	Amount	Balance
Service Address 316 Selma Ave			
1/11/2008	TRE <i>red key MISAPPLIED TO PREW.</i>	26.00CR	182.61
1/04/2008	PMT	26.70CR	208.61
12/17/2007	PMT	129.17CR	235.31
12/04/2007	CHG	129.57	364.48
11/01/2007	PMT	26.00CR	234.91
9/24/2007	PMT	149.08CR	260.91
9/12/2007	PMT	26.09CR	409.99
9/05/2007	CHG	149.08	436.08
9/04/2007	PMT	26.09CR	287.00
8/13/2007	PMT	28.42CR	313.09
7/06/2007	PMT	28.45CR	341.51
6/26/2007	PMT	201.17CR	369.96
6/07/2007	CHG	201.17	571.13
5/29/2007	PMT	28.45CR	369.96
5/14/2007	PMT	28.45CR	398.41
4/12/2007	PMT	29.51CR	426.86
3/22/2007	PMT	206.50CR	456.37
3/08/2007	CHG <i>Charged</i>	219.92	662.87
2/22/2007	PMT	28.61CR	442.95
1/31/2007	CHG	471.56	471.56
1/02/2007	C CHG	76.46CR	.00
12/07/2006	S CHG	76.46	76.46
10/25/2006	PMT	75.70CR	.00
9/08/2006	CHG	75.70	75.70
7/06/2006	CHG	73.00	.00
6/28/2006	C CHG	73.00CR	73.00CR
6/21/2006	S PMT	73.00CR	.00
6/12/2006	S CHG	73.00	73.00
3/24/2006	PMT	76.74CR	.00
3/14/2006	CHG	76.74	76.74
1/17/2006	PMT	74.33CR	.00
12/08/2005	CHG	74.33	74.33
9/26/2005	PMT	72.68CR	.00
9/08/2005	CHG	72.68	72.68
6/29/2005	LKB	141.32CR	.00
6/03/2005	CHG	141.32	141.32
3/15/2005	C CHG	120.49CR	.00
3/14/2005	S CHG	120.49	120.49
12/20/2004	LKB	74.33CR	.00
12/08/2004	CHG	74.33	74.33
9/23/2004	LKB	72.68CR	.00
9/08/2004	CHG	72.68	72.68
6/29/2004	LKB	72.69CR	.00

20040610 9:4PM
TALBERAL

Page 2
LED/CIS1300R

Missouri (MOPR) Production

Ledger Information Report

Account # 720748-3 Seth Langton

Bill Date	Type	Amount	Balance
6/10/2004	CHG	72.69	72.69
4/14/2004	LKB	120.47CR	.00
3/12/2004	CHG	120.47	120.47
2/05/2004	LKB	75.92CR	.00
12/10/2003	CHG	75.92	75.92
9/22/2003	LKB	71.00CR	.00
9/09/2003	CHG	71.00	71.00
7/09/2003	LKB	87.42CR	.00
6/11/2003	CHG	87.42	87.42
3/26/2003	LKB	122.52CR	.00
3/13/2003	CHG	122.52	122.52
1/02/2003	LKB	72.65CR	.00
12/11/2002	CHG	72.65	72.65
9/25/2002	LKB	72.65CR	.00
9/13/2002	CHG	72.65	72.65
6/20/2002	LKB	65.02CR	.00
6/12/2002	CHG	65.02	65.02
4/24/2002	LKB	45.74CR	.00
3/29/2002	CHG	45.74	45.74

Current	31 - 60	61 - 90	Over 90
.00	129.57	.00	53.04
Aged Total	Unposted \$	Adjustments	Balance
182.61	.00	.00	182.61

Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

01/24/2008

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755

Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This letter is in regard to your recent inquiry with American Water. Below you will find your account ledger history. We hope you find this information satisfactory. Please contact customer service if you have any additional questions or concerns.

Current Balance: \$ 182.61

Bill Date:	Type:	Amount:	Balance:	Bill Date:	Type:	Amount:	Balance:
03/29/02	CHG	65.74	45.74	04/24/02	LKB	45.74 CR	.00
06/12/02	CHG	65.02	65.02	06/20/02	LKB	65.02 CR	.00
09/13/02	CHG	72.65	72.65	09/25/02	LKB	72.65 CR	.00
12/11/02	CHG	72.65	72.65	01/02/03	LKB	72.65 CR	.00
03/13/03	CHG	122.52	122.52	03/26/03	LKB	122.52 CR	.00
06/11/03	CHG	87.42	87.42	07/09/03	LKB	87.42 CR	.00
09/09/03	CHG	71.00	71.00	09/22/03	LKB	71.00 CR	.00
12/10/03	CHG	75.92	75.92	02/05/04	LKB	75.92 CR	.00
03/12/04	CHG	120.47	120.47	04/14/04	LKB	120.47 CR	.00
06/10/04	CHG	72.69	72.69	06/29/04	LKB	72.69 CR	.00
09/08/04	CHG	72.68	72.68	09/23/04	LKB	72.68 CR	.00
12/08/04	CHG	74.33	74.33	12/20/04	LKB	74.33 CR	.00
03/14/05	CHG	120.49	120.49	03/15/05	CHG	120.49 CR	.00
06/03/05	CHG	141.32	141.32	06/29/05	LKB	141.32 CR	.00
09/08/05	CHG	72.68	72.68	09/26/05	PMT	72.68 CR	.00
12/08/05	CHG	74.33	74.33	01/17/06	PMT	74.33 CR	.00
03/14/06	CHG	76.74	76.74	03/24/06	PMT	76.74 CR	.00
06/12/06	CHG	73.00	73.00	06/21/06	PMT	73.00 CR	.00
06/28/06	CHG	73.00 CR	73.00	07/06/06	CHG	73.00	.00
09/06/06	CHG	75.70	75.70	10/25/06	PMT	75.70 CR	.00
12/07/06	CHG	76.46	76.46	01/02/07	CHG	76.46 CR	.00
01/31/07	CHG	471.56	471.56	02/22/07	PMT	28.61 CR	442.95
03/08/07	CHG	219.92	662.87	03/22/07	PMT	206.50 CR	456.37
04/12/07	PMT	29.51 CR	426.86	05/14/07	PMT	28.45 CR	398.41
05/29/07	PMT	28.45 CR	369.96	06/07/07	CHG	201.17	571.13
06/26/07	PMT	201.17 CR	369.96	07/06/07	PMT	28.45 CR	341.51

08/13/07 PMT 28.42 CR ✓ 313.09
 09/05/07 CHG 149.08 ✓ 436.08
 09/24/07 PMT 149.08 CR ✓ 260.91
 12/04/07 CHG 129.57 ✓ 364.48
 01/04/08 PMT 26.70 CR ✓ 208.61

09/04/07 PMT 26.09 CR ✓ 287.00
 09/12/07 PMT 26.09 CR ✓ 409.99
 11/01/07 PMT ✓ 26.00 CR 234.91
 12/17/07 PMT ✓ 129.17 CR 235.31
 01/11/08 TRF 26.00 CR 182.61

Please contact our Customer Service Center at 1-866-430-0820, if we can provide additional assistance. Representatives are available 24 hours a day, 7 days a week for your convenience.

Sincerely,

Customer Service

2800 JAN 23 26 02

Code	Definition
AAR	Adjusted Account Receivable This entry is used for accounting purposes and has no impact on your account
ACH	Automatic Clearing House A payment made via the internet or an Online Banking Service
BAL	Balance Forward
BD	Bad Debt/Charge Off An outstanding balance that has been forwarded to a Collection Agency
CCP	Credit card or check payment made via the company's internet or telephone service
CHG	Charges/Bill
DEP	Deposit
EFT	Payments made via American Water's Electronic Funds Transfer (EFT) Program
LBA	Lock Box Adjustment Used to correct a ledger entry that was made in error at a lock box location
LKB	Payments processed at a lock box location
LTC	Late Charge
PMT	Payment
PWW	Payment made on wastewater (sewer) balance

MISSOURI PUBLIC SERVICE COMMISSION INFORMAL COMPLAINT FORM

1/24/08
1:20 PM
8 PAGES

(office use only) ☐ New ☒ Existing ☐ Re-Open

Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the account.

Name on Account or Business Contact	Last Name LANGTON	First Name SETH	Middle Initial H.
Name of Business (if applicable)	NA		
Street Address	Street Address 933 SHERWOOD DR (SERVICE ADDRESS) 316 SELMA AVE		
City/State/Zip County:	City ST. LOUIS	State MO.	Zip Code 63119
Home Phone Work Phone (include area code)	Home Phone (314) 968-1289	Work Phone (314) 724-6667 ext. _____	
Cell Phone/Pager E-mail Address	Cell Phone/Pager (314) 306-9298	E-mail Address: seth@langtonassociates.com	
Fax# Preferred Method of Contact between 8am - 5pm	Fax#: (314) 724-6668	Preferred method of contact between 8am - 5pm:	☐ Home Phone ☐ Cell/Pager ☐ Work Phone ☒ E-mail ☐ Fax
Service you have a problem with	☐ Electric ☐ Gas ☐ Telephone ☒ Water ☐ Sewer		
Name of the Utility Co. Account#	Name of Utility: MO. AMERICAN WATER		Account#: 35 0720748 2
Briefly describe problem: (You MUST include a copy of your bill)!			
① INCORRECT POSTING OF PAYMENTS BY UTILITY CO. ② INCORRECT & INCOMPLETE SUMMARY OF ACCOUNT. ③ NON-COMPLIANCE WITH AGREEMENT LETTER OF 8-31-07. ④ UNREASONABLE PAYMENT SCHEDULE. EXAMPLE - BILL RECEIVED ON DEC. 10TH '07. PAYMENT EXPECTED BY DEC. 20TH WHEN INTERNAL PROCESSING TAKES 10 DAYS. ⑤ WITHIN ONE MONTH, MINIMUM MO. AMER. WATER SHOWS 4 DIFFERENT AMOUNTS DUE.			
Mail to: MO. Public Service Commission, P.O. Box 360, Jefferson City, MO. 65102			Fax to: 573-526-1500
If you need additional space, please include another sheet. Do NOT write on the back of this form!			



Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

AMW003 POCWZT 00001178

08/31/2007

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755

Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This is to confirm our agreement of Thursday, August 30, 2007. We arranged for 12 payments totaling \$313.09:

<u>Due Date</u>	<u>Payment Amount</u>	<u>Due Date</u>	<u>Payment Amount</u>	<u>Due Date</u>	<u>Payment Amount</u>
09/14/2007	\$26.09	10/15/2007	\$26.09	11/15/2007	\$26.09
12/17/2007	\$26.09	01/17/2008	\$26.09	02/18/2008	\$26.09
03/20/2008	\$26.09	04/21/2008	\$26.09	05/22/2008	\$26.09
06/23/2008	\$26.09	07/24/2008	\$26.09	08/25/2008	\$26.10

Handwritten notes: 10/15/2007 → 2755, 11/15/2007 → 2760, 12/17/2007 → 2780, 01/17/2008 → 2791, 12/30

Note, your scheduled payments must also include any current charges that are issued each month.

This payment arrangement is firm. All amounts due (both current and your payment plan) must be received in a timely manner. If payment is not received as scheduled your water service may be discontinued. If water service is discontinued, a reconnection fee of \$20.00 will be required, in addition to the full outstanding balance, to restore water service during normal working hours. If your financial circumstances change due to conditions beyond your control and you cannot keep the agreement, please contact Customer Service, to arrange for a new agreement.

Please be sure to mail all payments to the address noted below. To ensure proper posting of your payment, we ask that you include the above account number on your remittance.

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127

Should you have any questions or concerns about your payment agreement, please call our Customer Service Center at 1-866-430-0820. Our Customer Service hours are 24 hours a day, 7 days a week. Thank you for your cooperation.

Sincerely,

Customer Service

00035072074820000000000023491006



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 316 Selma Ave

032426 1 AT 0.334 0426/32426/000426 119 1 PCDPZY

LANGTON, SETH
733 SHERWOOD DR
SAINT LOUIS MO 63119-3755

ACCOUNT NUMBER	35-0720748-2
AMOUNT DUE	\$234.91
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE FINAL NOTICE

Discontinuance Date: Tuesday, December 18, 2007

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges -- someone must be home when service is restored.

Regular-hour restoration charge \$20.00
Off-Hour restoration charge \$73.00
Excavation charge Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day!

If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.



Missouri
American Water

PO BOX 578
ALTON, IL 62002-0578

For Service To: 316 Selma Ave

012957 1 AV 0.312 4957/12957/004957 052 1 PCDYSE

LANGTON, SETH
733 SHERWOOD DR
SAINT LOUIS MO 63119-3755

PAID
1/18/08

ACCOUNT NUMBER	35-0720748-2
AMOUNT DUE	\$182.61
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 94551
Palatine, IL 60094-4551

Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE FINAL NOTICE

Discontinuance Date: Tuesday, January 22, 2008

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges - someone must be home when service is restored

Regular hour restoration charge: \$20.00
Off-Hour restoration charge: \$73.00
Excavation charge: Actual Cost

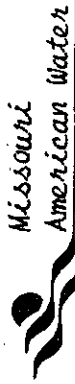
Payment must be made before 3:00 P.M. to have service restored the same day!

If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

For authorized payment agent locations, call Customer Service at 1-866-358-3429.

For St. Louis County customers only:

If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.



PO BOX 578
ALTON, IL 62002-0578

For Service To: 316 Selma Ave

021539 1 AV 0.312 553921539006539 087 1 PCDW73

LANGTON, SETH
733 SHERWOOD DR
SAINT LOUIS MO 63119-3755

Rec'd
1/21/08

Missouri American Water
PO Box 94551
Palatine, IL 60094-4551



00035072074820000000000020861003

ACCOUNT NUMBER	35-0720748-2
AMOUNT DUE	\$208.61
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE

Discontinuance Date: Tuesday, January 22, 2008

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges—someone must be home when service is restored.

Regular-hour restoration charge	\$20.00
Off-hour restoration charge	\$73.00
Excavation charge	Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day.

If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

For authorized payment agent locations, call Customer Service at 1-866-358-3429.

For St. Louis County customers only:

If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.



Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

01/03/2008

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This letter is in regard to your recent inquiry with American Water. Below you will find your account ledger history. We hope you find this information satisfactory. Please contact customer service if you have any additional questions or concerns.

Current Balance: \$235.31

Bill Date:	Type:	Amount:	Balance:	Bill Date:	Type:	Amount:	Balance:
03/29/02	CHG	45.74	45.74	04/24/02	LKB	45.74 CR	.00
06/12/02	CHG	65.02	65.02	06/20/02	LKB	65.02 CR	.00
09/13/02	CHG	72.65	72.65	09/25/02	LKB	72.65 CR	.00
12/11/02	CHG	72.65	72.65	01/02/03	LKB	72.65 CR	.00
03/13/03	CHG	122.52	122.52	03/26/03	LKB	122.52 CR	.00
06/11/03	CHG	87.42	87.42	07/09/03	LKB	87.42 CR	.00
09/09/03	CHG	71.00	71.00	09/22/03	LKB	71.00 CR	.00
12/10/03	CHG	75.92	75.92	02/05/04	LKB	75.92 CR	.00
03/12/04	CHG	120.47	120.47	04/14/04	LKB	120.47 CR	.00
06/10/04	CHG	72.69	72.69	06/29/04	LKB	72.69 CR	.00
09/08/04	CHG	72.68	72.68	09/23/04	LKB	72.68 CR	.00
12/08/04	CHG	74.33	74.33	12/20/04	LKB	74.33 CR	.00
03/14/05	CHG	120.49	120.49	03/15/05	CHG	120.49 CR	.00
06/03/05	CHG	141.32	141.32	06/29/05	LKB	141.32 CR	.00
09/08/05	CHG	72.68	72.68	09/26/05	PMT	72.68 CR	.00
12/08/05	CHG	74.33	74.33	01/17/06	PMT	74.33 CR	.00
03/14/06	CHG	76.74	76.74	03/24/06	PMT	76.74 CR	.00
06/12/06	CHG	73.00	73.00	06/21/06	PMT	73.00 CR	.00
06/28/06	CHG	73.00 CR	73.00	07/06/06	CHG	73.00	.00
09/08/06	CHG	75.70	75.70	10/25/06	PMT	75.70 CR	.00
12/07/06	CHG	76.46	76.46	01/02/07	CHG	76.46 CR	.00
01/31/07	CHG	471.56	471.56	02/22/07	PMT	28.61 CR	442.95
03/08/07	CHG	219.92	662.87	03/22/07	PMT	206.50 CR	456.37
04/12/07	PMT	29.51 CR	426.86	05/14/07	PMT	28.45 CR	398.41
05/29/07	PMT	28.45 CR	369.96	06/07/07	CHG	201.17	571.13
06/26/07	PMT	201.17 CR	369.96	✓ 07/06/07	PMT	28.45 CR	341.51
08/13/07	PMT	28.42 CR	313.09	✓ 09/04/07	PMT	26.09 CR	287.00
09/05/07	CHG	149.08	436.08	✓ 09/12/07	PMT	26.09 CR	409.99
09/24/07	PMT	149.08 CR	260.91	✓ 11/01/07	PMT	26.00 CR	234.91
12/04/07	CHG	129.57	364.48	12/17/07	PMT	129.17 CR	235.31

REC PAYMENT
JAN PAYMENT

Check # 2780 CLEARED PHONE ON DEC 6TH FOR
<http://awwhr.amwater.net/app1/ViewLetter.jsp?datafile=0000002852047.xml&template=1/3/2008>
 7.1.08 1.03.08 7.1.08



TO: TERESA C

Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

AMW003 P0DQXT 00000095

12/14/2007

PRC'd 12/21/07

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755

Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This letter is in regard to your recent inquiry with American Water. Below you will find your account ledger history. We hope you find this information satisfactory. Please contact customer service if you have any additional questions or concerns.

Current Balance: \$ 364.48

Bill Date:	Type:	Amount:
03/13/03	CHG	122.52
06/11/03	CHG	87.42
09/09/03	CHG	71.00
12/10/03	CHG	75.92
03/12/04	CHG	120.47
06/10/04	CHG	72.69
09/08/04	CHG	72.68
12/08/04	CHG	74.33
03/14/05	CHG	120.49
06/03/05	CHG	141.32
09/08/05	CHG	72.68
12/08/05	CHG	74.33
03/14/06	CHG	76.74
06/12/06	CHG	73.00
06/28/06	CHG	73.00 CR
09/08/06	CHG	75.70
12/07/06	CHG	76.46
01/31/07	CHG	471.56
03/08/07	CHG	219.92
04/12/07	PMT	29.51 CR
05/29/07	PMT	28.45 CR
06/26/07	PMT	201.17 CR
08/13/07	PMT	28.42 CR
09/05/07	CHG	149.08
09/24/07	PMT	149.08 CR
12/04/07	CHG	129.57

Please contact our Customer Service Center at 1-866-430-0820, if we can provide additional assistance. Representatives are available 24 hours a day, 7 days a week for your convenience.

Sincerely,

Customer Service

SENT 12:12 PM

Post-It Fax Note	7671	Date	1/2/8	# of pages	5
To	TERESA	From	SETH		
Co./Dept	MA AMWL WATER	Co.	LANGTON		
Phone #	800 756 6428	Phone #	314 721-6667		
Fax #	618 433 4638	Fax #	314 721-6668		

Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

12/14/2007

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This letter is in regard to your recent inquiry with American Water. Below you will find your account ledger history. We hope you find this information satisfactory. Please contact customer service if you have any additional questions or concerns.

Current Balance: \$ 235.31

Bill Date:	Type:	Amount:	Balance:	Bill Date:	Type:	Amount:	Balance:
03/13/03	CHG	122.52	122.52	03/26/03	LKB	122.52 CR	.00
06/11/03	CHG	87.42	87.42	07/09/03	LKB	87.42 CR	.00
09/09/03	CHG	71.00	71.00	09/22/03	LKB	71.00 CR	.00
12/10/03	CHG	75.92	75.92	02/05/04	LKB	75.92 CR	.00
03/12/04	CHG	120.47	120.47	04/14/04	LKB	120.47 CR	.00
06/10/04	CHG	72.69	72.69	06/29/04	LKB	72.69 CR	.00
09/08/04	CHG	72.68	72.68	09/23/04	LKB	72.68 CR	.00
12/08/04	CHG	74.33	74.33	12/20/04	LKB	74.33 CR	.00
03/14/05	CHG	120.49	120.49	03/15/05	CHG	120.49 CR	.00
06/03/05	CHG	141.32	141.32	06/29/05	LKB	141.32 CR	.00
09/08/05	CHG	72.68	72.68	09/26/05	PMT	72.68 CR	.00
12/08/05	CHG	74.33	74.33	01/17/06	PMT	74.33 CR	.00
03/14/06	CHG	76.74	76.74	03/24/06	PMT	76.74 CR	.00
06/12/06	CHG	73.00	73.00	06/21/06	PMT	73.00 CR	.00
06/28/06	CHG	73.00 CR	73.00	07/06/06	CHG	73.00	.00
09/08/06	CHG	75.70	75.70	10/25/06	PMT	75.70 CR	.00
12/07/06	CHG	76.46	76.46	01/02/07	CHG	76.46 CR	.00
01/31/07	CHG	471.56	471.56	02/22/07	PMT	28.61 CR	442.95
03/08/07	CHG	219.92	662.87	03/22/07	PMT	206.50 CR	456.37
04/12/07	PMT	29.51 CR	426.86	05/14/07	PMT	28.45 CR	398.41
05/29/07	PMT	28.45 CR	369.96	06/07/07	CHG	201.17	571.15
06/26/07	PMT	201.17 CR	369.96	07/06/07	PMT	28.45 CR	341.51
08/13/07	PMT	28.42 CR	313.09	09/04/07	PMT	26.09 CR	287.00
09/05/07	CHG	149.08	436.08	09/12/07	PMT	26.09 CR	409.99
09/24/07	PMT	149.08 CR	260.91	11/01/07	PMT	26.00 CR	234.91
12/04/07	CHG	129.57	364.48				

CANCELED

Please contact our Customer Service Center at 1-866-430-0820, if we can provide additional assistance. Representatives are available 24 hours a day, 7 days a week for your convenience.

1/24/08
1:20 PM
3 PAGES

MISSOURI PUBLIC SERVICE COMMISSION

INFORMAL COMPLAINT FORM

(office use only) ☐ New ☐ Existing ☐ Re-Open

Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the account.

Name on Account or Business Contact	Last Name LANGTON	First Name SETH	Middle Initial H.
Name of Business (if applicable)	NA.		
Street Address	Street Address 733 SHERWOOD DR (SERVICE ADDRESS) 316 SELMA AVE		
City/State/Zip County:	City ST. LOUIS	State MO.	Zip Code 63119
Home Phone Work Phone (include area code)	Home Phone (314) 968-1289 Work Phone (314) 724-6667 ext. _____		
Cell Phone/Pager E-mail Address	Cell Phone/Pager (314) 306-9298 E-mail Address: seth@langtonassociates.com		
Fax# Preferred Method of Contact between 8am - 5pm	Fax#: (314) 724-6668	Preferred method of contact between 8am - 5pm:	☐ Home Phone ☐ Cell/Pager ☐ Work Phone ☐ E-mail ☒ Fax
Service you have a problem with	☐ Electric ☐ Gas ☐ Telephone ☒ Water ☐ Sewer		
Name of the Utility Co. Account#	Name of Utility: MO. AMERICAN WATER Account#: 35 0720748 2		

Briefly describe problem: (You **MUST** include a copy of your bill)!

- ① INCORRECT POSTING OF PAYMENTS BY UTILITY CO.
- ② INCORRECT & INCOMPLETE SUMMARY OF ACCOUNT.
- ③ NON-COMPLIANCE WITH AGREEMENT LETTER OF 8-31-07.
- ④ UNREASONABLE PAYMENT SCHEDULE. EXAMPLE - BILL RECEIVED ON DEC. 10TH '07. PAYMENT EXPECTED BY DEC. 20TH WHEN INTERNAL PROCESSING TAKES 10 DAYS.
- ⑤ WITHIN ONE MONTH, ~~MINIMUM~~ MO. AMER. WATER SHOWS 4 DIFFERENT AMOUNTS DUE.

Mail to: MO. Public Service Commission, P.O. Box 560, Jefferson City, MO. 65102

Fax to: 573-526-1500

If you need additional space, please include another sheet. Do NOT write on the back of this form!



Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

AMW003 POCWZT 00001178

08/31/2007

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755

Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This is to confirm our agreement of Thursday, August 30, 2007. We arranged for 12 payments totaling \$313.09:

<u>Due Date</u>	<u>Payment Amount</u>	<u>Due Date</u>	<u>Payment Amount</u>	<u>Due Date</u>	<u>Payment Amount</u>
09/14/2007	\$26.09	10/15/2007	\$26.09	11/15/2007	\$26.09
10/15/2007	\$26.09	11/15/2007	\$26.09	12/17/2007	\$26.09
11/15/2007	\$26.09	12/17/2007	\$26.09	01/17/2008	\$26.09
12/17/2007	\$26.09	01/17/2008	\$26.09	02/18/2008	\$26.09
01/17/2008	\$26.09	02/18/2008	\$26.09	03/20/2008	\$26.09
02/18/2008	\$26.09	03/20/2008	\$26.09	04/21/2008	\$26.09
03/20/2008	\$26.09	04/21/2008	\$26.09	05/22/2008	\$26.09
04/21/2008	\$26.09	05/22/2008	\$26.09	06/23/2008	\$26.09
05/22/2008	\$26.09	06/23/2008	\$26.09	07/24/2008	\$26.09
06/23/2008	\$26.09	07/24/2008	\$26.09	08/25/2008	\$26.10
07/24/2008	\$26.09	08/25/2008	\$26.10		

Note, your scheduled payments must also include any current charges that are issued each month.

This payment arrangement is firm. All amounts due (both current and your payment plan) must be received in a timely manner. If payment is not received as scheduled your water service may be discontinued. If water service is discontinued, a reconnection fee of \$20.00 will be required, in addition to the full outstanding balance, to restore water service during normal working hours. If your financial circumstances change due to conditions beyond your control and you cannot keep the agreement, please contact Customer Service, to arrange for a new agreement.

Please be sure to mail all payments to the address noted below. To ensure proper posting of your payment, we ask that you include the above account number on your remittance.

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127

Should you have any questions or concerns about your payment agreement, please call our Customer Service Center at 1-866-430-0820. Our Customer Service hours are 24 hours a day, 7 days a week. Thank you for your cooperation.

Sincerely,

Customer Service

00035072074820000000000018261000



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578

For Service To: 316 Selma Ave

012957 1 AV 0 312 4957/12957/004957 052 1 PCDYSE
LANGTON, SETH
733 SHERWOOD DR
SAINT LOUIS MO 63119-3755

PAID
1/18/08

ACCOUNT NUMBER	35- 0720748-2
AMOUNT DUE	\$182.61
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 94551
Palatine, IL 60094-4551

Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE FINAL NOTICE

Discontinuance Date: Tuesday, January 22, 2008

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges - someone must be home when service is restored.

Regular-hour restoration charge	\$20.00
Off-Hour restoration charge	\$75.00
Excavation charge	Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day!

If you are unable to make payment in full, you may contact the company prior to the discontinuance date and request the opportunity to make deferred payment.

For authorized payment agent locations, call Customer Service at 1-866-358-3429.

For St. Louis County customers only:

If discontinuance of service becomes necessary, operation of the customer-owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

Office hours: 24 hours a day, 7 days a week
Customer Service: 1-866-358-3429
Visit us on the INTERNET at: <http://www.mawc.com>

0003507207482000000000020861003



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578

For Service To: 316 Selma Ave

021536 1 AV 0.312 5536/21536/005536 087 1 PCDMT3

LANGTON, SETH
733 SHERWOOD DR
SAINT LOUIS MO 63119-3755

Rec'd
1/17/08

ACCOUNT NUMBER	35-0720748-2
AMOUNT DUE	\$208.61
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 94551
Palatine, IL 60094-4551

Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE

Discontinuance Date: Tuesday, January 22, 2008

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non-payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

Restoration charges - someone must be home when service is restored.

Regular hour restoration charge - \$20.00

Off-hour restoration charge - \$73.00

Excavation charge - Actual Cost

Payment must be made before 3:00 P.M. to have service restored the same day.

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Office hours: 24 hours a day, 7 days a week

Customer Service: 1-866-358-3429

Visit us on the INTERNET at: <http://www.mawc.com>

0003507207482000000000020861003

Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

01/03/2008

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Dear Customer:

This letter is in regard to your recent inquiry with American Water. Below you will find your account ledger history. We hope you find this information satisfactory. Please contact customer service if you have any additional questions or concerns.

Current Balance \$ 235.31

Bill Date:	Type:	Amount:	Balance:	Bill Date:	Type:	Amount:	Balance:
03/29/02	CHG	45.74	45.74	04/24/02	LKB	45.74 CR	.00
06/12/02	CHG	65.02	65.02	06/20/02	LKB	65.02 CR	.00
09/13/02	CHG	72.65	72.65	09/25/02	LKB	72.65 CR	.00
12/11/02	CHG	72.65	72.65	01/02/03	LKB	72.65 CR	.00
03/13/03	CHG	122.52	122.52	03/26/03	LKB	122.52 CR	.00
06/11/03	CHG	87.42	87.42	07/09/03	LKB	87.42 CR	.00
09/09/03	CHG	71.00	71.00	09/22/03	LKB	71.00 CR	.00
12/10/03	CHG	75.92	75.92	02/05/04	LKB	75.92 CR	.00
03/12/04	CHG	120.47	120.47	04/14/04	LKB	120.47 CR	.00
06/10/04	CHG	72.69	72.69	06/29/04	LKB	72.69 CR	.00
09/08/04	CHG	72.68	72.68	09/23/04	LKB	72.68 CR	.00
12/08/04	CHG	74.33	74.33	12/29/04	LKB	74.33 CR	.00
03/14/05	CHG	120.49	120.49	03/15/05	CHG	120.49 CR	.00
06/03/05	CHG	141.32	141.32	06/29/05	LKB	141.32 CR	.00
09/08/05	CHG	72.68	72.68	09/26/05	PMT	72.68 CR	.00
12/08/05	CHG	74.33	74.33	01/17/06	PMT	74.33 CR	.00
03/14/06	CHG	76.74	76.74	03/24/06	PMT	76.74 CR	.00
06/12/06	CHG	73.00	73.00	06/21/06	PMT	73.00 CR	.00
06/28/06	CHG	73.00 CR	73.00	07/06/06	CHG	73.00	.00
09/08/06	CHG	75.70	75.70	10/25/06	PMT	75.70 CR	.00
12/07/06	CHG	76.46	76.46	01/02/07	CHG	76.46 CR	.00
01/31/07	CHG	471.56	471.56	02/22/07	PMT	28.61 CR	442.95
03/08/07	CHG	219.92	662.87	03/22/07	PMT	206.50 CR	456.37
04/12/07	PMT	29.51 CR	426.86	05/14/07	PMT	28.45 CR	398.41
05/29/07	PMT	28.45 CR	369.96	06/07/07	CHG	201.17	571.13
06/26/07	PMT	201.17 CR	369.96	✓ 07/06/07	PMT	28.45 CR	341.51
08/13/07	PMT	28.42 CR	313.09	✓ 09/04/07	PMT	26.09 CR	287.00
09/05/07	CHG	149.08	436.08	✓ 09/12/07	PMT	26.09 CR	409.99
09/24/07	PMT	149.08 CR	260.91	✓ 11/01/07	PMT	26.00 CR	234.91
12/04/07	CHG	129.57	364.48	12/17/07	PMT	129.17 CR	235.31

DEL PAYMENT
JAN PAYMENT

Check # 2780 CLEARED MONIC ON DEC. 6TH FOR
<http://awwhrh.amwater.net/app1/ViewLetter.jsp?datafile=0000002852047.xml&template=...> 1/3/2008
 26⁰⁰ WRITTEN FOR 26⁰⁰

Missouri American Water

P.O. Box 578, Alton IL 62002
1-866-430-0820

06/28/2006

Account Number: 35-0720748-2
Premise Number: 350354656
316 Selma Ave Webster Groves

Langton, Seth
733 Sherwood Dr
Saint Louis MO 63119-3755

Dear Customer:

In a few days, you will receive an adjusted bill for your water service. Your previous bill was incorrect due to an estimated read on your previous meter reading.

Missouri American Water cancelled the incorrect bill dated Monday, June 12, 2006 and credited your account for the full dollar amount. The company has rebilled your account for the correct amount covering the period between Monday, March 6, 2006 and Sunday, June 18, 2006.

If you have already paid the incorrect amount, and that payment is not reflected on your new bill, simply deduct the amount already paid from the corrected bill to determine if any additional payment is required.

You have at least 20 days to pay the corrected bill. If you cannot pay the bill by the due date, Missouri American Water will gladly discuss a payment agreement with you. If you would like to discuss your payment options or have any additional questions regarding this issue, please call customer service at 1-866-430-0820, 24 hours a day, 7 days a week

Sincerely,

Customer Service

CNCLBIL

18205029

Please contact our Customer Service Center at 1-866-430-0820, if we can provide additional assistance. Representatives are available 24 hours a day, 7 days a week for your convenience.

Sincerely,

Customer Service

Code	Definition
AAR	Adjusted Account Receivable This entry is used for accounting purposes and has no impact on your account
ACH	Automatic Clearing House A payment made via the internet or an Online Banking Service
BAL	Balance Forward
BD	Bad Debt/Charge Off An outstanding balance that has been forwarded to a Collection Agency
CCP	Credit card or check payment made via the company's internet or telephone service
CHG	Charges/Bill
DEP	Deposit
EFT	Payments made via American Water's Electronic Funds Transfer (EFT) Program
LBA	Lock Box Adjustment Used to correct a ledger entry that was made in error at a lock box location
LKB	Payments processed at a lock box location
LTC	Late Charge
FMT	Payment
PWW	Payment made on wastewater (sewer) balance
REF	Credit Refund
RP	Return Payment
RPC	Return Payment Charge
TRF	Transferred balance from another account

ACTSTMT

26092370

0003507207482000000000023491006



Missouri
American Water
PO BOX 578
ALTON, IL 62002-0578

For Service To: 316 Selma Ave

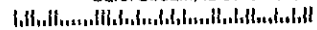
032426 1 AT 0 334 042632426000426 119 1 PCDFZY

LANGTON, SETH
733 SHERWOOD DR
SAINT LOUIS MO 63119-3755

ACCOUNT NUMBER	35-0720748-2
AMOUNT DUE	\$234.91
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Missouri American Water
PO Box 5127
Carol Stream, IL 60197-5127



Return this portion with payment.

SERVICE DISCONTINUANCE NOTICE FINAL NOTICE

Discontinance Date: Tuesday, December 18, 2007

This account is past due. Unless payment is received and processed before the discontinuance date shown, we will discontinue service without further notice. If service is discontinued for non payment of this bill, the full amount due plus the restoration charge and excavation charge, if required, must be paid in our office before service will be restored. See below for more details.

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Off hour restoration charge: \$73.00

Excavation charge: Actual Cost

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12/21/07 11:19

Chic photo

PREPARE NOTICE DEE & NAT
APPLY

Office hours: 24 hours a day, 7 days a week
Customer Service: 1-866-358-3429
Visit us on the INTERNET at: <http://www.mawc.com>

**Fax Cover**

Date: Jan 3, 07
To: Mr Seth Langton
Attn: _____
Fax Number: 314-721-6668
Telephone Number: _____

From: Linda
Telephone Number: _____
Attn: _____

Number of Pages (including cover sheet): 3
Comments: copy of account ledger
please read column from left to right

If you do not receive all of the pages indicated, please contact the phone number listed above.

This facsimile contains Privileged and Confidential Information intended only for the use of the Addressee(s) named above. If you are not the intended recipient of the facsimile, or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination or copying of this facsimile is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and return the original facsimile to us at the above address by mail.

Thank You.

Pod 1



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

TERRY JARRETT

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', with a stylized, cursive script.

Colleen M. Dale
Secretary