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Commissioners

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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 and
Regulatory Policy

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Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

STEVEN C. REED
Secretary/General Counsel

KEVIN A. THOMPSON
Chief Staff Counsel

December 1, 2010

Mr. Stephen Mamanella
2126 Roselake Circle
Cottleville, MO 63376

Dear Mr. Mamanella:

This letter is to acknowledge receipt of your informal complaint against Missouri American Water. We are in the process of investigating this matter. When the investigation is completed, we will be back in touch with you. Please be advised that our investigation may take up to 30 days.

In the meantime, if you have any questions or additional information to provide concerning this matter, please send it to the Missouri Public Service Commission, Consumer Services Department, P.O. Box 360, Jefferson City, MO 65102 or you may contact our office at 1-800-392-4211.

Sincerely,

Consumer Services
Missouri Public Service Commission



AMERICAN WATER

Missouri American Water

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

LPH EX 10
11/9/12 ag

AMW003 POM2RP 00003469

11/03/2010

Stephen Mamanella
2126 Roselake Cir
Cottleville MO 63376

Account Number: 35-1430976-8
Premise Number: 350434797
2126 Roselake Cir #122

Dear Customer:

As you requested, we visited your property on Monday, November 1, 2010, and read your water meter. The reading was 1666. This reading is consistent with the meter reading reflected on your recent bill. The field representative visited your property on three separate occasions to verify the readings and on all three occasions the readings were verified to be correct. The field representative noted that there was a new lawn at your property and it appeared that there was quite a bit of watering for this purpose. This could be the reason for the high bill.

If you have any questions, please call our customer service representatives at 1-866-430-0820, 24 hours a day, 7 days a week. Thank you.

Sincerely,

Customer Service

From: Steve and Tricia Mamanella (mamanella@sbcglobal.net)
To: Ann.Dettmer@amwater.com;
Date: Fri, February 25, 2011 3:57:43 PM
Cc:
Subject: Assistance requested: Mamanella family water bill

LPH EX IE
 1/9/12 dg

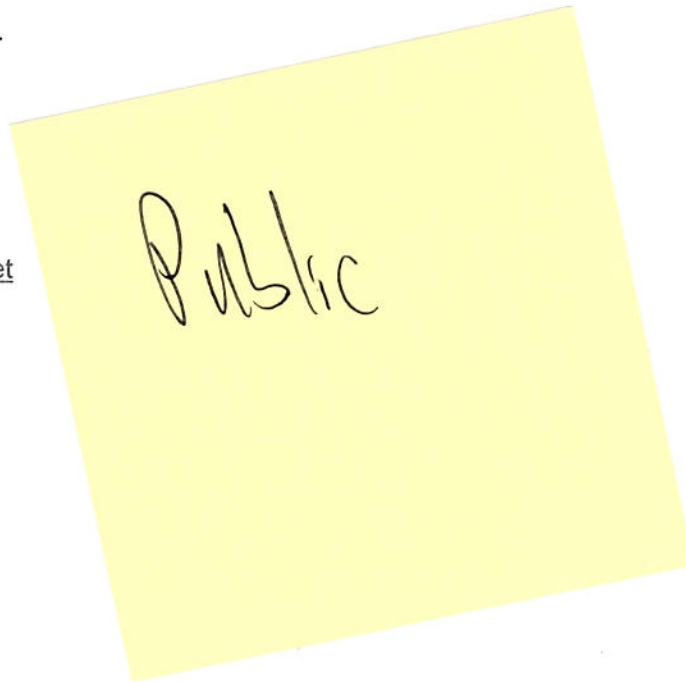
Dear Ms. Dettmer,

Earlier this month, I sent a letter via postal mail to Missouri American Water President and CEO Frank Kartmann, and copied you in your role as External Affairs Manager, requesting assistance with an issue that my family has been trying to address since last fall. Attached is a copy of the letter I sent to Mr. Kartmann, as well as a scanned image of the water bill that started the issue.

I had hoped that by this date I might have received a response to my letter. I ask you to please read the letter and, as I have requested, credit my account for the roughly 162,000 gallons of water that my household clearly did not use in October 2010, and for which I have already paid under protest in lieu of having my water service shut off by Missouri American. I will follow up with you by telephone in two weeks if I do not hear from you or Mr. Kartmann before then. In addition, I understand that a "priority mediation" with the Better Business Bureau Serving Eastern Missouri and Southern Illinois is still pending.

Thank you for your consideration.

Sincerely,
 Steve Mamanella
 2126 Roselake Circle
 Cottleville, MO 63376
 Home: 636.284.7654
 Cell: 314.304.5035
 Email: mamanella@sbcglobal.net



UPH Ex 1J

1/9/12

82

COMPLAINT ACTIVITY REPORT Case # 1417009
Illinois

Better Business Bureau Serving Eastern Missouri and Southern

Consumer Info: Mamanella, Stephen
2126 Roselake Cir
Cottleville, MO 63376-7774
314 397-3194 314 304-5035

Business Info: Missouri American Water Co
727 Craig Rd
Saint Louis, MO 63141-7114
314 996-2367

Location Involved: (Same as above)

Consumer's Original Complaint :

Company billed us for using 167,000 gallons of water in a month. We believe gross math error based on new meter installed in same month. Received monthly water bill for \$545.53. Bill noted our meter was replaced during the month, and indicated we used 167,000 gallons of water. Common month for us = ~5,700 gallons (about \$35/month). No sign of leaks inside or outside -- and this amount of water would be a significant leak. When we called the water company after receiving the bill, the phone rep said company noticed our water usage was high after our meter was replaced, and had already explored and determined meter worked properly. When we protested, company sent out worker who told my wife that math was done wrong when new meter was installed, and that we'd get a corrected bill soon. After a few days, we called, and rep said they were exploring if there was a leak. Same day, received a letter saying readings were verified to be correct. We feel like we're getting three different stories from water company. We have no pool, no sprinkler system, there's no evidence of water leak inside or outside our home. We asked phone rep if water company would put temporary meter inside our home where water line enters, to check difference from main meter to house -- but they haven't yet agreed to do that. Also, phone rep gave two answers when asked who is responsible for underground water line from meter to house if there would be a leak. Company now says it has our bill on hold for 30 days as it continues to investigate, but we feel we are getting a runaround -- Why were we told "math error" by technician visiting our home, but then told two other stories by phone rep and letter? Also, when we first called the phone rep, she told us there was no mechanism to appeal/protest, but now, after calling again, the matter is being escalated. We'd like the BBB to help us get to the bottom of our issue -- as this bill, annualized would be in excess of \$6,000 for the year. Is it possible the meter is working properly -- as the company says -- but there ALSO was a math error when the company changed from one meter to the other? The company can't seem to answer that for us -- other than what the rep said who visited our home....

Consumer's Desired Resolution:

I wanted a corrected water bill that notes our actual water usage, and an explanation about how the bill was incorrectly calculated to show we used 167,000 gallons of water in a month (~5,000 gallons per day).

BBB Processing

- 11/11/2010 web BBB Complaint Received by BBB
- 11/12/2010 DPT BBB Member or MIP Complaint Reviewed by BBB Operator
- 11/12/2010 Otto EMAIL C1 - Send Acknowledgement to Consumer - Mbr
- 11/12/2010 Otto MAIL B1 - Inform Member of Complaint
- 11/29/2010 Otto BBB No response to first notice to member
- 11/29/2010 Otto MAIL B2 - Second Notice to Member
- 11/30/2010 WEB BBB RECEIVE BUSINESS RESPONSE : We have investigated the customer's high bill concern and three occasions and found no movement on the meter and that the reads on the bill were correct as rendered. The new lawn appeared to have been watered and our field representative indicated that the watering could be the source of the excess usage. The previous meter read correctly and the new meter was set at a zero read so there was no miscalculation of the bill. We sent the customer a letter on November 3, 2010 advising them of our findings and that our investigative efforts were complete. If the customer has had a leak and has proof of repair we can review that for a possible leak adjustment. The bill is correct as rendered and there is no adjustment due on the account. If addition information is needed please contact
- 11/30/2010 SNH BBB Bureau judged complaint resolved (AJR)
- 11/30/2010 Otto EMAIL Inform Consumer - Case Closed AJR
- 11/30/2010 Otto MAIL Inform Business - Case Closed AJR
- 11/30/2010 Otto BBB Case Closed AJR
- 12/01/2010 SNH BBB ReOpen the Complaint
- 12/01/2010 SNH BBB RECEIVED CONSUMER REBUTTAL : I am disappointed that the BBB did not address the crux of this issue: we do not disagree that the current water meter is functioning properly -- indeed, the water bill we received AFTER the one in question was akin to our normal bill (around 5,000 gallons in a month, or about 167 gallons per day. Instead, we are arguing that a math error was made when Missouri American changed from the old meter to the new one in one billing month. In fact, the technician who came to our home told my wife that, in fact, this is what happened, and that our meter would be adjusted accordingly. It is disconcerting that this has not been reflected in Missouri American's accounting of events. Missouri American thinks our green lawn is what caused us to use 162,000 more gallons of water in one month than we use in normal month? Does the BBB really believe that we would water our lawn using 6,000 gallons of water PER DAY, EVERY DAY, for a month? That wouldn't cause a green lawn; it would cause a swamp. Doesn't that argument seem illogical to the BBB? Disappointed in the BBB's lack of advocacy on my behalf....
- 12/01/2010 SNH MAIL B5Q-Consumer rebuttal to CQ -back to Business
- 12/13/2010 Otto BBB Priority Mediation
- 01/25/2011 BB BBB MORE INFO RECEIVED FROM THE CONSUMER : We went ahead and paid the bill for \$545.53 because they wanted to shut our service off. We are now looking for the company to refund this money to us because we should not have been billed that amount.



AMERICAN WATER

Missouri American Water

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

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11/9/12
DJ

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10/26/2010

Stephen Mamanella
2126 Roselake Cir

Cottleville MO 63376

Account Number: 35-1430976-8
Premise Number: 350434797
2126 Roselake Cir #122

Dear Customer:

One of our responsibilities as your water service company is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. While at your property to get a meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use and not all of them necessarily indicate a problem. We suggest that you check your property for possible problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

If you cannot determine the reason for your higher water use or anything else related to your account, please call us at your convenience at 1-866-430-0820. Our representatives are available 24 hours a day to assist you. You may also find useful information for identifying high water use on our website. Please visit us at <http://www.mawc.com>.

Sincerely,

Customer Service

LPH Ex 1 L
1/9/12 dg



Commissioners

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KEVIN A. THOMPSON
Chief Staff Counsel

December 21, 2010

Stephen Mamanella
2126 Roselake Circle
Cottleville, MO 63376

Dear Mr. Mamanella:

This letter is in response to the complaint you filed against Missouri-American Water Company and your indication that you wish to file a formal complaint. You will have the burden of proof in your complaint case and must submit with your formal complaint form any and all documentation/evidence to support your allegations.

A formal complaint must be filed in written form and 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 further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

Beverly Faulkner
Consumer Services Specialist II