

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Missouri-American)	
Water Company's Request for Authority to)	Case Nos. WR-2011-0337
Implement a General Rate Increase for)	SR-2011-0338
Water and Sewer Service Provided in)	
Missouri Service Areas.)	

**THE OFFICE OF THE PUBLIC COUNSEL'S REQUEST
FOR LOCAL PUBLIC HEARINGS AND CUSTOMER COMMENT CARDS**

COMES NOW the Office of the Public Counsel (Public Counsel) and for its Request for Local Public Hearings and Customer Comment Cards states as follows:

1. On June 30, 2011, Missouri-American Water Company (MAWC) submitted tariffs to the Missouri Public Service Commission (Commission) for the purpose of implementing a general rate increase for water and sewer service provided in MAWC's Missouri service areas.
2. Affording customers the opportunity to speak to the Commission at a local public hearing is a critical part of the ratemaking process. According to MAWC's request, a significant change in the rate structure is being proposed and a large number of customers have recently been added due to acquisitions by MAWC. Additionally, as it has been just over a year since MAWC's previous rate case was completed, Public Counsel believes that customers should have the opportunity to voice their concerns over the rapid rate of potential increases to their utility services.
3. Public Counsel recommends the following areas for local public hearings in this case:
 - **Brunswick**
 - **Mexico**
 - **Jefferson City**

- **Warrensburg**
- **Riverside/Parkville**
- **St. Joseph**
- **Joplin**
- **St. Louis County** (2 locations – one North and one South)
- **St. Charles**
- **Warrenton**
- **Jefferson County**
- **Reeds Spring**
- **Republic**
- **Sedalia**
- **Shell Knob**
- **Warsaw**

As local public hearings have been held in these areas in the recent past, Public Counsel has no objection to holding them in the same locations. However, other locations within the recommended areas would be acceptable as long the location has sufficient resources to accommodate a local public hearing of this type.

4. Public Counsel believes it is necessary that the dates for the local public hearings all fall at least one week after the filing of Direct Testimony - Revenue Requirement on November 17, 2011. Therefore, Public Counsel suggests that local public hearings be scheduled during the months of December 2011 and January 2012.

5. Additionally, Public Counsel requests for each local public hearing that the Commission schedule a question and answer session at 5:30 pm with the local public hearing beginning at 6:00 pm and continuing until all customers have been heard.

6. Public Counsel also requests that the Commission issue an Order requiring the use of customer comment cards as a means for customers to provide comments to the Commission. Customer comment cards have been used in other rate cases before the Commission and have been very successful. Public Counsel believes they will also be very successful in this case.

7. Public Counsel requests that the customer comment cards be received and processed by the Commission as are other customer comments and concerns. However, if the Commission is unable or unwilling to receive and process the customer comment cards, Public Counsel would agree to have the customer comment cards be addressed to Public Counsel for receipt and processing.

WHEREFORE, Public Counsel respectfully requests that the Commission schedule local public hearings as recommended above and issue an Order requiring the use of customer comment cards.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

/s/ Christina L. Baker

By: _____

Christina L. Baker (#58303)
Senior Public Counsel
P O Box 2230
Jefferson City, MO 65102
(573) 751-5565
(573) 751-5562 FAX
christina.baker@ded.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the following this 15th day of August 2011:

Missouri Public Service Commission
Rachel Lewis
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
Rachel.Lewis@psc.mo.gov

Missouri Public Service Commission
Office General Counsel
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
GenCounsel@psc.mo.gov

Public Water Supply District No. 1 of Andrew County
James M Fischer
101 Madison Street, Suite 400
Jefferson City, MO 65101
jfisherpc@aol.com

Public Water Supply District No. 1 of Andrew County
Larry W Dority
101 Madison, Suite 400
Jefferson City, MO 65101
lwdority@sprintmail.com

Public Water Supply District No. 2 of Andrew County
James M Fischer
101 Madison Street, Suite 400
Jefferson City, MO 65101
jfisherpc@aol.com

Public Water Supply District No. 2 of Andrew County
Larry W Dority
101 Madison, Suite 400
Jefferson City, MO 65101
lwdority@sprintmail.com

Triumph Foods, LLC
Lisa A Gilbreath
4520 Main, Suite 1100
Kansas City, MO 64111
lisa.gilbreath@snrdenton.com

Utility Workers Union of America Local 335
Michael A Evans
7730 Carondelet, Suite 200
St. Louis, MO 63105
mevans@hammondshinners.com

Missouri-American Water Company
Dean L Cooper
312 East Capitol
P.O. Box 456
Jefferson City, MO 65102
dcooper@brydonlaw.com

Missouri-American Water Company
W R England
312 East Capitol Avenue
P.O. Box 456
Jefferson City, MO 65102
trip@brydonlaw.com

Missouri-American Water Company

John J Reichart
727 Craig Road
St. Louis, MO 63141
john.reichart@amwater.com

BJC HealthCare

Lisa C Langeneckert
600 Washington Avenue, 15th Floor
St. Louis, MO 63101-1313
llangeneckert@sandbergphoenix.com

AG Processing, Inc

David Woodsmall
428 E. Capitol Ave., Suite 300
Jefferson City, MO 65101
dwoodsmall@fcplaw.com

AG Processing, Inc

Stuart Conrad
3100 Broadway, Suite 1209
Kansas City, MO 64111
stucon@fcplaw.com

City of Brunswick

James M Fischer
101 Madison Street, Suite 400
Jefferson City, MO 65101
jfischerpc@aol.com

City of Brunswick

Larry W Dority
101 Madison, Suite 400
Jefferson City, MO 65101
lwdority@sprintmail.com

City of Jefferson, Missouri

Mark W Comley
601 Monroe Street., Suite 301
P.O. Box 537
Jefferson City, MO 65102-0537
comleym@ncrpc.com

City of Joplin, Missouri

Marc H Ellinger
308 E. High Street, Ste. 301
Jefferson City, MO 65101
mellinger@blitzbardgett.com

City of Joplin, Missouri

Thomas R Schwarz
308 E High Street, Ste. 301
Jefferson City, MO 65101
tschwarz@blitzbardgett.com

City of Riverside, Missouri

Joseph P Bednar
308 E High St Suite 222
Jefferson City, MO 65101
jbednar@spencerfane.com

City of Riverside, Missouri

Eric Steinle
1000 Walnut Street, Suite 1400
Kansas City, MO 64106-2140
esteinle@spencerfane.com

City of St. Joseph, Missouri

William D Steinmeier
2031 Tower Drive
P.O. Box 104595
Jefferson City, MO 65110-4595
wds@wdspe.com

City of Warrensburg, Missouri

Leland B Curtis
130 S. Bemiston, Suite 200
St. Louis, MO 63105
lcurtis@lawfirmemail.com

Empire District Electric Company, The

Gary C Lentz
402 South Main Street
Joplin, MO 64801
glentz@ssdlawyers.com

**Metropolitan St. Louis Sewer District
(MSD)**

Byron E Francis
7700 Forsyth Blvd., Suite 1800
St. Louis, MO 63105
bfrancis@armstrongteasdale.com

Metropolitan St. Louis Sewer District (MSD)

J. Kent Lowry
3405 West Truman, Suite 210
Jefferson City, MO 65109
klowry@armstrongteasdale.com

Missouri Industrial Energy Consumers

Diana M Vuylsteke
211 N. Broadway, Suite 3600
St. Louis, MO 63102
dmvuylsteke@bryancave.com

/s/ Christina L. Baker
