

Case No. Wc-2019-0178

Attachment 1

FILED

MAR 25 2019

Missouri Public  
Service Commission

Missouri American Water  
727 Craig Road  
St. Louis, MO 63141

Missouri American Water  
c/o CT Corporation  
120 S. Central  
Clayton, MO 63105

**RE: Demand for Reimbursement for Repair of Water Main**

Dear Sir or Madam:

Please be advised that I represent Mr. Ray Ghasedi in connection with an issue he had with a leak from Missouri American Water's main water line at his property located at 569 Melville Ave. in University City, Missouri.

This past summer and fall Mr. Ghasedi was having a water accumulation problem in his basement. Initially he thought it was his sewer line and replaced that line. The water kept accumulating, however. He then notified Missouri American Water because he thought it might be a leak from his water line. Mr. Lamar White, Network Oper. Supervisor for Missouri American Water, came out and shut off Mr. Ghasedi's water but the water accumulation was not only still happening it was getting worse. Mr. White informed Mr. Ghasedi that the leak appeared to be in his line and he would be responsible for the repair. In November 2012, Mr. Ghasedi obtained the proper permits and notified Missouri American Water pursuant to its regulations and excavated along the sidewalk to locate the leak in his line. The leak could not be found even though leaking water was visible. Therefore, they had to dig further and excavated into the street, thereby increasing the costs of the excavation. The leak was finally located but it was not a leak in Mr. Ghasedi's line but a leak in your water main from an old tap that was not properly closed. Mr. White came to the site and confirmed that the leak was not in Mr. Ghasedi's line but caused by an old tap in the water main. As you know, when taps are disconnected the tap must be destroyed under the supervision of Missouri American Water. At some point in the past that didn't happen because this was an old tap with no existing line and was visibly leaking and the source of the water that accumulated into Mr. Ghasedi's basement.

Page 2

Mr. Ghasedi understands that he is responsible for repairs on his line from his tap to his building and took reasonable measures to investigate a possible leak in his line. The leak, however, was not in his line but from the main line that Missouri American Water is responsible for repairing and maintaining. Under the supervision of Missouri American Water and in accordance with its regulations, that old tap was closed properly and since then all water accumulation in Mr. Ghasedi's basement has stopped. Mr. Ghasedi expended his personal funds to excavate only to discover that it was Missouri American Water who was responsible for the leak and should have excavated and destroyed the tap to stop the leak. In fact, if Missouri American Water had properly followed its own regulations, the tap would never have leaked in the first place.

Mr. Ghasedi incurred \$3,290.50 (\$3,200 to Stick & Legit, LLC for the excavation and \$90.50 for the permit fee) in costs to excavate and repair the leak. This repair, however, was the responsibility of Missouri American Water. In addition, Mr. Ghasedi incurred \$960.00 in clean-up costs and more than \$1280.00 in material loss as a result of the excess water in his basement from the leak. All Mr. Ghasedi is asking for at this point is reimbursement for the out of pocket costs he incurred as a result of this leak.

Demand is hereby made for \$5530.50 to reimburse Mr. Ghasedi for the cost of the excavation, material loss and clean up. Please make payment payable to Mr. Ghasedi and you may send it to my attention at the address above. If payment is not received within twenty (20) days, Mr. Ghasedi will be forced to pursue legal action and will seek all damages to which he is entitled, including but not limited to his costs, property damages, interest, and attorney's fees and court costs. It is our hope that this matter can be rectified amicably given that Missouri American Water was on site and already acknowledged its responsibility for the repair.

Should you have any questions or wish to discuss this matter further, please do not hesitate to contact me at any time.

Very truly yours,

Mondi L. Ghasedi  
mlg@mlgattorney.com



Commissioners  
**DANIEL Y. HALL**  
Chairman

**WILLIAM P. KENNEY**

**SCOTT T. RUPP**

**MAIDA J. COLEMAN**

**RYAN A. SILVEY**

***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>

**SHELLEY BRUEGGEMANN**  
General Counsel

**MORRIS WOODRUFF**  
Secretary

**LOYD WILSON**  
Director of Administration

**NATELE DIETRICH**  
Staff Director

September 12, 2018

Ray Ghasedi  
1048 S. McKnight Rd.  
St. Louis, MO 63117

Re: 6600 Delmar

Dear Mr. Ghasedi:

This letter is a follow up to our telephone conversation today regarding the complaint you filed on August 29, 2018, against Missouri American Water Company (MAWC). In your complaint, you indicated you were concerned about disconnecting your service. As we discussed, MAWC advised that they have disconnected service at 6600 Delmar per your request.

I have reviewed the information provided by both MAWC and yourself and found that it appears MAWC has acted in accordance with both the rules and regulations of the Commission and MAWC's filed and approved tariff. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter.

I hope that I have been able to address your concerns. Thank you for contacting our office regarding this matter. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,

*Ashley*

Consumer Services Specialist II  
Missouri Public Service Commission

Enclosures: Tariff Sheet No. RT 9.1

(ACW2DA 0012690101100)

09/14/2018



006965 1 AB 0.405 06971/006971/008157 23 01 ACV/4DN 003

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

**For Service To:**

Account Number: 1017-220025471306

Service Address: 7435 Warner Ave  
St Louis, MO 63117-1619

Dear Ray Ghasedi,

It is important to us, as we know it is to you, that your concerns with a higher than expected water bill be reviewed as quickly as possible.

When you contacted us we reviewed your situation immediately and issued a service order to verify the meter reading was correct.

We have looked into this situation and determined that the water use billed is correct on the account.

If you would like to discuss a possible payment arrangement for your account or have other questions, please contact our customer service center.

Sincerely,

**American Water Customer Service**





MISSOURI  
AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 7435 WARNER AVE

☐ Check this box for address changes and  
note new address on back.



007369 2 AB 0.405

07369/007369/007401 23 01 ACW418 001

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

00010172200254713060000000000011405011

Account Number	1017-220025471306
Due Date	October 9, 2018
Total Due	\$114.05
If Paid After Due Date	\$115.26 after 10/9/18

Amount Enclosed \$ Attachment 5



MISSOURI AMERICAN WATER  
PO BOX 790247  
ST LOUIS, MO 63179-0247

\*\*\*\* FINAL BILL \*\*\*\*

Please tear along the dotted line and return this portion with your payment.

### BILLING PERIOD AND METER READINGS

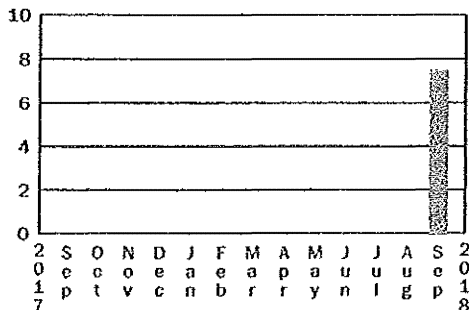
- Billing date: September 17, 2018
- Due Date: **October 9, 2018**
- Billing period: Aug 26 to Sep 13 (19 Days)
- Customer Type: Residential

Meter No.	88979850
Size of meter	5/8"
Current Read	270 (Actual)
Previous Read	269 (Actual)
Total water used this billing period	1 units (748 gallons)

### Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 7.48 CGL
- Same billing period 2017: 0.00 CGL

### Billed Use Graph (100 gallons)



### BILLING SUMMARY

For Service To: 7435 WARNER AVE  
For Account 1017-220025471306

Prior Balance  
• Balance from last bill 67.49

**Total Prior Balance 67.49**

### Current Water Service

- Water Service Charge 5.62
- Water Usage Charge (\$0.47814000 x 7.48) 3.58
- Total Water Service Related Charges 9.20**

### Other Charges

- Water Primacy Fee 0.27
- Service Line Protection Charge 3.00
- Total Other Charges 3.27**

### Adjustments

- Service activation seasonal -27.50
- Temporary Service 61.00
- Total Adjustments 33.50**

### Taxes

- Gross Receipts Tax 0.59
- Total Taxes 0.59**

**TOTAL CURRENT CHARGES 46.56**

**TOTAL AMOUNT DUE \$114.05**

*2 cases open on this  
10/22 Charm - at Public Service  
Commission hotline will investigate  
& call Ray. will take at least 2 weeks.*

### Important messages from Missouri American Water

• \*\*\*IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/stlouisregion.pdf](http://www.amwater.com/ccr/stlouisregion.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 866-430-0820.

• \*\*\* Final Bill \*\*\* This is your final bill for service. It has been our pleasure to serve you.

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

*Water w/o notification & if they can charge temp. service fee.*

*1-800-392-4211*

Customer Service: 1-866-430-0820

M-F 7am to 7pm Emergency: 24/7

[www.missouriamwater.com](http://www.missouriamwater.com)

007370/007401 ACW418 ETM1C00001 12

(ACW418 0073700101300)

643752245394



MISSOURI  
AMERICAN WATER

P.O. Box 578 Alton, IL 62002

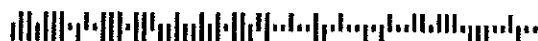
Attachment 6

10/16/2018



016043 1 A8 0.405 16048/016048/016049 64 01 ACW801 004

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010



**For Service To:**

Account Number: 1017-220025471306

Service Address: 7435 WARNER AVE  
ST LOUIS, MO 63117-1619

We hope that your move was smooth and successful!

We sent your final Missouri American Water bill to the address as you requested; however, our records indicate that it is now past due. We understand that the moving process can be stressful and that bills can get tucked away in the transition, so we thought we'd reach out to you as a quick reminder.

The outstanding balance still owed for services received through the date your service was terminated is \$114.05. We do ask that you pay this final amount within 10 days of the date of this letter, so that it doesn't get referred to our collections agency.

If you need us to resend you a copy of the final bill, please don't hesitate to contact us. You can also access and pay your final bill through our self-service website, My Account, at [www.amwater.com/myaccount](http://www.amwater.com/myaccount).

If you have any questions, or need to make a payment arrangement for this final amount, please contact us at 1-866-430-0820 within the next 10 days of the date of the letter. Our customer service representatives are available and happy to assist you Monday through Friday, 7 a.m. to 7 p.m.

Thank you, and we wish you all the best in your new residence.

Sincerely,

Missouri American Water

Customer Service



**Commissioners**

**DANIEL Y. HALL**  
Chairman

**RYAN A. SILVEY**

**WILLIAM P. KENNEY**

**SCOTT T. RUPP**

**MAIDA J. COLEMAN**

***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>

**SHELLEY BRUEGGEMANN**  
General Counsel

**MORRIS WOODRUFF**  
Secretary

**LOYD WILSON**  
Director of Administration

**NATELE DIETRICH**  
Staff Director

October 22, 2018

Ray Ghasedi  
1048 S McKnight Rd  
Richmond Heights, MO 63117

Dear Mr. Ghasedi:

This letter is to acknowledge receipt of your informal complaint against Missouri American Water Company (MAWC). 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,

*Charm*

Consumer Services  
Missouri Public Service Commission



# PennCredit

Corporation

Hours: Mon-Thur 8am-10pm EST  
Fri 8am-8pm, Sat 8am-12pm EST  
Phone: 800-900-1370

## NOTICE OF COLLECTION

10/30/18

CREDITOR: Missouri American Water  
ID NUMBER: C0354132  
TOTAL BALANCE DUE: \$114.05



Our client has referred your delinquent account(s) referenced below for collection. Our client is serious about collecting all monies owed them and I am sure your intentions are to honor your debt. Send payment using the enclosed envelope or you may go online to <http://account.penncredit.com> to make payment or contact our office to pay over the phone. Contact our office if you are unable to pay the amount due.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within 30 days after receiving this notice this office will provide you with the name and address of the original creditor, if different from the current creditor.

This is an attempt to collect a debt by a debt collector and any information obtained will be used for that purpose. The important rights included above apply to each account individually and you have the right to dispute any or all of the accounts included in this notice. In the event you choose to exercise your important rights included above please indicate which account(s) you are disputing.

SERVICE RENDERED	SERVICE DATE	ACCOUNT NUMBER	BALANCE
7435 WARNER AVE WATER/SEWER CHARGES	2018/10/09	220025471306	\$114.05



DETACH AND RETURN WITH PAYMENT TO EXPEDITE CREDIT TO YOUR ACCOUNT

P.O. Box 1259, Department 91047  
Oaks, PA 19456



IF PAYING BY VISA, MASTERCARD OR DISCOVER, FILL OUT BELOW	
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD
<input type="checkbox"/> DISCOVER	
CARD NUMBER	EXP. DATE
SIGNATURE	AMOUNT

Visit <http://account.penncredit.com> to pay your bill online.

Payments received by check will be electronically deposited, unless you pay by non-consumer type check. You may opt out of this program by paying with a money order or a travelers check. In the unlikely event your check (payment) is returned unpaid, we may elect to electronically (or by paper draft) re-present your check (payment) up to two more times. You also understand and agree that we may collect a return processing charge by the same means, in an amount not to exceed that as permitted by state law.

ID NUMBER: C0354132 10/30/18



RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

91203 - 1535

PENN CREDIT  
PO Box 69703  
Harrisburg, PA 17106-9703





Commissioners  
**RYAN A. SILVEY**  
Chairman  
**DANIEL Y. HALL**  
**WILLIAM P. KENNEY**  
**SCOTT T. RUPP**  
**MAIDA J. COLEMAN**

***Missouri Public Service Commission***

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General Counsel  
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Secretary  
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Director of Administration  
**NATELLE DIETRICH**  
Staff Director

November 7, 2018

Ray Ghasedi  
1048 S McKnight Rd  
St. Louis, MO 63117

Dear Mr. Ghasedi:

This letter is a follow up to our telephone conversation November 7, 2018 regarding the complaint you filed on October 22, 2018, against Missouri American Water Company (MAWC). In your complaint, you indicated you are disputing the temporary service fees you were charged for 2 months. After initial review of the complaint matter, I contacted the company to obtain further account information. As we discussed, MAWC has removed the temporary service fees and service activation fees reducing the balance to \$19.55.



I have reviewed the information provided by both MAWC and yourself and found that it appears MAWC has acted in accordance with both the rules and regulations of the Commission and MAWC's filed and approved tariff. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter.

This concludes our investigation into your complaint. However, if you have additional information or would like to discuss the details of our investigation further, please contact me at 800-392-4211, at which time I will re-open your complaint for discussion.

Sincerely,

*Charm*  
Consumer Services Specialist II  
Missouri Public Service Commission

Enclosures: Account Summary

 Delete  Junk Block ...**FW: Missouri-American Water Company / Landlord information**

(i) You replied on Sun 1/27/2019 9:16 PM

MH

Mary Beth Hercules <MaryBeth.Hercules@amwater.com>

   ...

Thu 1/24/2019 8:56 AM

grg1945@msn.com; debbie.bernsen@psc.mo.gov ✉

Good Morning Mr. Ghasedi,

Below is information on the Cut-In Landlord program offered by Missouri-American Water Company. Please let me know if you have additional questions.

The Cut-In Landlord program will allow water service to revert back into the landlord's name when a tenant moves out of a property. The landlord has a **five day** window in which to move in a new tenant before additional fees incur. After the five day period, if the water service remains in the landlord's name for less than (30) days, the "Temporary Service Fee" of \$61.00 will be applied to the final bill of the account. Temporary Water service is defined as "Any water service for a duration of less than (30) days." This temporary service fee applies to any water service account. It does not matter if the water has been physically turned off or not.

Please note that the Cut-In Landlord program is not applicable if the tenant was shut off for non-payment and account has been closed/final billed or if the landlord has an unpaid balance.

Here is an example of how the Cut-In Landlord program works:

Tenant moves out on January 17<sup>th</sup>. Cut-In Landlord agreement would apply January 18<sup>th</sup>-22<sup>nd</sup>. No activation fee would apply should a new tenant move in during this time period.

January 23<sup>rd</sup> – February 16<sup>th</sup>. The period of time where the Temporary Water service fee of \$61.00 would apply.

February 17<sup>th</sup> and forward. No Temporary Water service fee applies during this time, only the activation fee of \$27.50.

Should you choose to activate Cut-In Landlord service for your rental properties serviced by Missouri-American Water Company you will need to send in a listing of all the property addresses you would like to participate in the program along with the following information. Please send all of this information to: Missouri-American Water at fax number 618-433-4569, Attn: Cut-In Landlord program or you may email it to [infomo@amwater.com](mailto:infomo@amwater.com) with the subject line noting Cut-In Landlord program.

Information to be included in the request to participate in the Cut-In Landlord program:

Name

Billing address

Phone number

Email address (optional)

Once enrolled in the program, you will be sent a letter which includes the terms and conditions of the program. Below are the terms and conditions outlined in the letter.

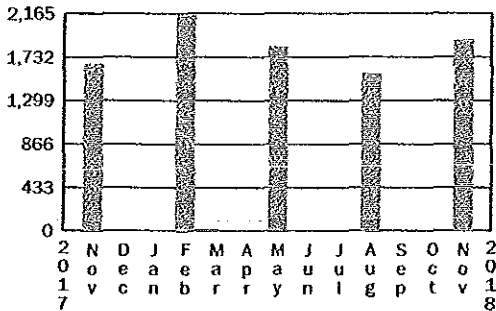
**BILLING PERIOD AND METER READINGS**

- Billing date: November 12, 2018
- Due Date: **December 4, 2018**
- Billing period: Aug 14 to Nov 09 (88 Days)
- Next reading on or about: Feb 13, 2019
- Customer Type: Commercial

Meter No.	63566925
Size of meter	3/4"
Current Read	15,788 (Actual)
Previous Read	13,881 (Actual)
Total water used this billing period	1,907 units (190,700 gallons)

**Total Water Use Comparison (in 100 gallons)**

- Current billing period 2018: 1,907.00 CGL
- Same billing period 2017: 1,673.00 CGL

**Billed Use Graph (100 gallons)****BILLING SUMMARY**

**For Service To: 569 MELVILLE AVE**  
**For Account 1017-210013380189**

**Prior Balance**

- Balance from last bill 927.13
- Payments as of Sep5. Thank you! -927.13

**Balance Forward 0.00**

**Current Water Service**

- Water Service Charge 36.75
- Water Usage Charge (\$0.47814000 x 1,907.00) 911.81
- Total Water Service Related Charges 948.56

**Other Charges**

- Water Primacy Fee 0.27
- Total Other Charges 0.27

**Taxes**

- State Sales Tax 40.08
- County Sales Tax 32.14
- City Sales Tax 14.23
- Gross Receipts Tax 93.81
- Total Taxes 180.26

**TOTAL CURRENT CHARGES 1,129.09**

**TOTAL AMOUNT DUE**



**\$1,129.09**

UMB 7824  
12/13/18

• \*\*\*IMPOR  
stlouisregion.

12/13  
taken off autopay  
by accident  
Put back on 12/12  
Late fee waived.

Missouri  
ality Rep  
ontact ou

12/14  
1112.15 auto  
paid anyway! So  
put stop payment  
on check # 7824  
- difference is  
ble late penalty was  
deducted. Should be  
credited next bill.



Customer Service: **1-866-430-0820** M-F 7am to 7pm Emerg

015929016099 ACVAW9 ETMIC00003 123

(ACVAW9 0159290101700)

## Abstract



P.O. Box 578 Alton, IL 62002

Attachment 13

12/22/2018



003475 1 AB 0.405 03483/003483/004382 13 01 ACWFM8 002

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

**For Service To:**

Account Number: 1017-210013380189

Service Address: 569 Melville Ave  
St Louis, MO 63130-4512

Dear Ray Ghasedi:

Missouri American Water appreciates your efforts to keep your account current. We recently received your payment for \$1,129.09 in response to the last billing statement, however, we regret to inform you that your check was returned due to: Payment Stopped.

We wanted to alert you as soon as possible, so that you can take the steps necessary to keep your account current. Please resubmit your payment today. This will help to avoid any service interruptions and reconnection fees that would result.

As a reminder, we provide our customers with several convenient ways to pay their bills.

1. Register for a self-service account and submit payment at [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount). There is no service fee if you pay with an electronic check through your MyAccount Online account.
2. Sign up for our automatic payment program through our web site.
3. Mail your payment using the return envelope enclosed with your bill.
4. Pay by phone by calling 855-748-6066. A service fee will apply.
5. Pay online at [www.amwater.com/billpay](http://www.amwater.com/billpay). A service fee will apply.
6. Pay at a local authorized payment location. You can search for sites by zip code on our website.

Again, thank you for the opportunity to provide quality, reliable water and/or wastewater service in your community. If you have additional questions, please contact our customer service center at 1-866-430-0820.

Sincerely,

Customer Service

*12/31/18 shows 12.?? due as fee for stop payment.*

*Disconnect notice sent 12/11 before I called on 12/13.*

*1/2 Elaine (supervisor) 866-358-3429 - missed her call but she waived stop payment fee. Spoke w/ Desiree. All autopays cancelled w/ switch to monthly billing. Melville will autopay in Feb.*

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-866-430-0820

[www.missouriamwater.com](http://www.missouriamwater.com)



## IT'S OFFICIAL, MISSOURI AMERICAN WATER IS TRANSITIONING TO MONTHLY BILLING.

Beginning in September, Missouri American Water will start to transition customers who are billed quarterly to monthly billing.

### MONTHLY BILLING HELPS WITH WISE WATER USE.

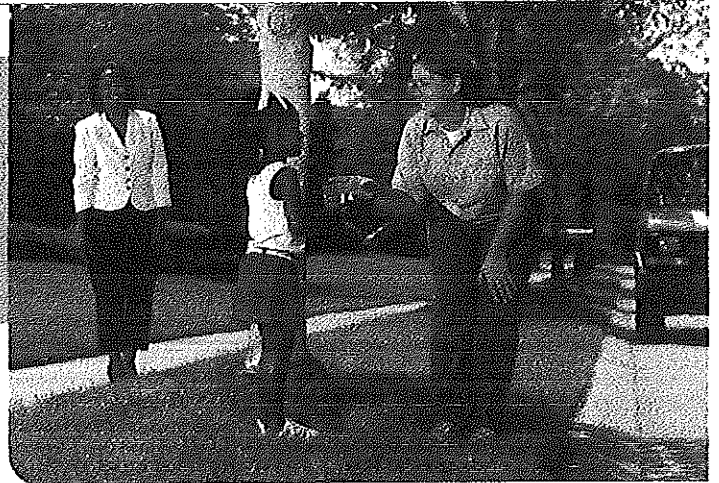
With monthly billing, you'll receive more frequent and timely information about water use. As a result, you can improve water wise habits and detect leaks sooner. Many customers also find that monthly billing makes budgeting easier.

### HOW DOES IT WORK?

Beginning in September, customers who have had Advanced Metering Infrastructure (AMI) installed will receive a final quarterly bill. The following month, you will receive your first monthly water bill, which will be prorated to cover service fees and water use charges from your last quarterly bill through the current bill date. All eligible customers will be transitioned over a three-month period, based on the following:

LAST QUARTERLY BILL RECEIVED	FIRST MONTHLY BILL ARRIVES	FIRST MONTHLY BILL COVERS
SEPTEMBER	OCTOBER	SEPT.-OCT. fees & charges
OCTOBER	NOVEMBER	OCT.-NOV. fees & charges
NOVEMBER	DECEMBER	NOV.-DEC. fees & charges

Thereafter, you will receive regular monthly water bills.



### UPGRADING OUR TECHNOLOGY.

Missouri American Water is upgrading its water meter system in St. Louis County as part of its efforts to continually improve the water system. The transition from a manual water meter reading process to an AMI system will sustain and enhance our ability to accurately measure water usage, operate more efficiently, and eliminate the need to visit more than 340,000 homes and businesses to manually read meters.

AMI technology provides better information about water usage patterns across the county, improving our ability to engineer and update our water system. Ultimately, data will become available to help customers better manage their water usage.

Information on when your account will transition to the AMI system will be provided in your upcoming water bills. Once your meter is fitted with AMI technology, you will soon transition to monthly billing. If you have questions about AMI or the switch from quarterly to monthly billing, please call us at 1-866-430-0820.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



MISSOURI  
AMERICAN WATER

P.O. Box 578 Alton, IL 62002

Attachment 15

08/30/2018



006668 1 AB 0.405 06677/006677/008359 20 01 ACW2PA 004

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

**For Service To:**

Account Number: 1017-210013380189

Service Address: 569 Melville Ave  
St Louis, MO 63130-4512

Reading Device upgrade – please call to schedule an appointment

Dear Ray Ghasedi:

Missouri American Water is continually investing in enhancing the reliability and efficiency of our water system to provide better service for our customers. Over the next few weeks our contractor, Scope Services, will be installing new remote-reading devices on water meters in your community. This new Advanced Metering Infrastructure (AMI) technology streamlines meter-reading processes and will help deliver accurate water bills more efficiently.

Please contact Scope Services at 1-855-896-5314 to schedule a meter upgrade appointment that is convenient for you. Appointment times are available from 8:00 a.m. to 8:00 p.m. on weekdays and Saturdays from 8:00 a.m. to 4:00 p.m. Your meter is located inside your home, so someone over the age of 18 will need to be home for the appointment. The installation takes about thirty (30) minutes, on average. Installers from Scope Services, our contractor, will have Missouri American Water contractor badges and signs on their trucks. Your water service will not be interrupted during the AMI device installation.

Please call 1-855-896-5314 to set up your appointment today. Join your neighbors in making your appointment and bringing more efficient water metering to your community. If you would like more information about the AMI system, please visit our website at [missouriamwater.com/meterupgrade](http://missouriamwater.com/meterupgrade).

Sincerely,

Missouri American Water

*Done 8/29/18 - Disregard unless  
we get another letter.*





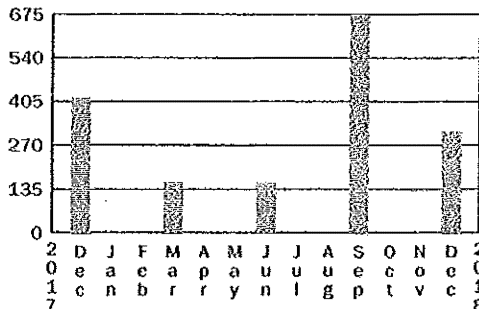
**BILLING PERIOD AND METER READINGS**

- Billing date: November 29, 2018
- Due Date: **December 21, 2018**
- Billing period: Aug 29 to Nov 28 (92 Days)
- Next reading on or about: Mar 01, 2019
- Customer Type: Residential

Meter No.	53542060
Size of meter	1"
Current Read	733 (Actual)
Previous Read	691 (Actual)
Total water used this billing period	42 units (31,416 gallons)

**Total Water Use Comparison (in 100 gallons)**

- Current billing period 2018: 314.16 CGL
- Same billing period 2017: 418.88 CGL

**Billed Use Graph (100 gallons)****BILLING SUMMARY**

**For Service To:** 1048 S MCKNIGHT RD  
**For Account** 1017-220020183871

**Prior Balance**

- Balance from last bill 398.61
- Payments as of Sep21. Thank you! -398.61

**Balance Forward 0.00**

**Current Water Service**

- Water Service Charge 49.74
- Water Usage Charge (\$0.47814000 x 314.16) 150.21
- **Total Water Service Related Charges 199.95**

**Other Charges**

- Water Primacy Fee 0.27
- Service Line Protection Charge 3.00
- **Total Other Charges 3.27**

**Taxes**

- Gross Receipts Tax 12.76
- **Total Taxes 12.76**

**TOTAL CURRENT CHARGES 215.98**

**TOTAL AMOUNT DUE**



**\$215.98**

- Pay your bill online: [www.amwater.com/billpay](http://www.amwater.com/billpay)
- Pay by eCheck without a service fee: [www.amwater.com/myh2o](http://www.amwater.com/myh2o)
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at [www.amwater.com/myh2o](http://www.amwater.com/myh2o)

UMB 15839  
1/3/19

**Important messages from Missouri American Water**

- \*\*\*IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/stlouisregion.pdf](http://www.amwater.com/ccr/stlouisregion.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 866-430-0820.

Should have been paid by autopay. They must have taken it off too when MCEE was taken off.

Desiree - all autopay accounts were cancelled when monthly billing began, but customers not notified will not

Customer Service: **1-866-430-0820** M-F 7am to 7pm Emergency: 24/7

004734/004758 ACWCTE ETM1C00001 123

(ACWCTE 0047340101700)

*(over)* [www.missouriamwater.com](http://www.missouriamwater.com)  
612502729899

Auto pay until Feb. Send check now,



# MISSOURI AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 1048 S MCKNIGHT RD

☐ Check this box for address changes and  
note new address on back.



00014 1 AV 0.375 0001800014000062 22 01 ACWGSK 003

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

00010172200201838710000000000026186013

Account Number	1017-220020183871
Due Date	January 22, 2019
Total Due	\$261.86

Amount Enclosed \$

Attachment 17



MISSOURI AMERICAN WATER  
PO BOX 790247  
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

## BILLING PERIOD AND METER READINGS

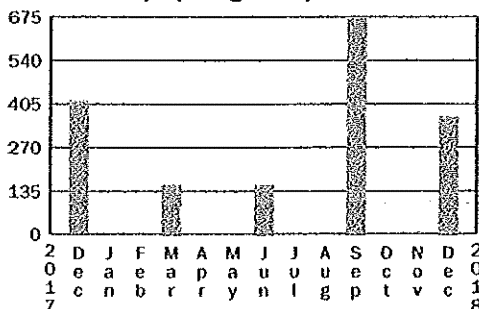
- Billing date: December 31, 2018
- Due Date: **January 22, 2019**
- Billing period: Nov 29 to Dec 28 (30 Days)
- Next reading on or about: Jan 24, 2019
- Customer Type: Residential

Meter No.	53542060
Size of meter	1"
Current Read	740 (Actual)
Previous Read	733 (Actual)
Total water used this billing period	7 units (5,236 gallons)

## Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 52.36 CGL
- Same billing period 2017: 418.88 CGL

## Billed Use Graph (100 gallons)







## BILLING SUMMARY

For Service To: 1048 S MCKNIGHT RD  
For Account 1017-220020183871

Prior Balance	
• Balance from last bill	215.98
<b>Total Prior Balance - DUE IMMEDIATELY</b>	<b>215.98</b>
Current Water Service	
• Water Service Charge	16.58
• Water Usage Charge (\$0.47814000 x 52.36)	25.04
• Total Water Service Related Charges	<b>41.62</b>
Other Charges	
• ISRS Surcharge (\$0.01977000 x 24.43)	0.48
• Water Primacy Fee	0.09
• Service Line Protection Charge	1.00
• Total Other Charges	<b>1.57</b>
Taxes	
• Gross Receipts Tax	2.69
• Total Taxes	<b>2.69</b>
<b>TOTAL CURRENT CHARGES</b>	<b>45.88</b>

**TOTAL AMOUNT DUE**  **\$261.86**

-  Pay your bill online: [www.amwater.com/billpay](http://www.amwater.com/billpay)
-  Pay by eCheck without a service fee: [www.amwater.com/myh2o](http://www.amwater.com/myh2o)
-  Pay by phone: 24-hours a day, every day at 1-855-748-6066
-  Pay in person: Obtain a list of locations at [www.amwater.com/myh2o](http://www.amwater.com/myh2o)

*This bill was paid w/ the check  
for 215.98 & a check for \$170.10 was  
returned to us.*

## Important messages from Missouri American Water

- Effective 12/15/18, the Infrastructure System Replacement Surcharge (ISRS) per 1,000 gallons is \$0.1977 for Rate A (residential & commercial), \$0.0018 for Rate B (sale for resale), and \$0.0017 for Rate J (large industrial). The ISRS funds completed water main replacements and related improvements for customers served by our St. Louis County operations. ISRS is implemented pursuant to Sections 393.1000, 393.1003, 393.1006, RSMo; 4 CSR 240-2.060(1); and 4 CSR 240-3.650. Additional information is available on our website at [www.missouriamwater.com](http://www.missouriamwater.com)
- \*\*\*IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/stlouisregion.pdf](http://www.amwater.com/ccr/stlouisregion.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 866-430-0820.
- The due date pertains to current charges only. Any past due balance should be paid immediately.



Customer Service: **1-866-430-0820**

M-F 7am to 7pm Emergency: 24/7

[www.missouriamwater.com](http://www.missouriamwater.com)  
661252786978

00017/008062 ACWGSK ETM1C00002 12

(ACWGSK 000170101300)

**American Water**

1 Water Street  
Camden, NJ 08102

Call center Phone 1-800-652-6987

Check No. 1760054296

Check Date 01/08/19

Stub 1 of 1

CONTRACT  
220020183871

ACCOUNT

SERVICE ADDRESS

REMARKS

AMOUNT

HGF-3

RAY GHASEDI

170.10

1048 S Mcknight Rd

ST LOUIS MO 63117-1010

---

170.10



MISSOURI  
AMERICAN WATER

P.O. Box 578 Alton, IL 62002

Attachment 19

08/17/2018



008177 1 AB 0.405 08182/008182/009290 23 01 ACW183 003

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

**For Service To:**

Account Number: 1017-220020183871

Service Address: 1048 S Mcknight Rd  
St Louis, MO 63117-1010

**Upcoming Reading Device upgrade**

Dear Ray Ghasedi:

Missouri American Water is continually investing in enhancing the reliability and efficiency of our water service to provide better service for our customers. Over the next few weeks our contractor, Scope Services, will be installing new remote-reading devices on water meters in your community. This new Advanced Metering Infrastructure (AMI) technology streamlines meter-reading processes and will help deliver accurate water bills more efficiently.

Your water meter is located outdoors and the new AMI device will be installed on your existing meter. The Scope Services representative will not need to have access to your home, but he or she will knock on the door to let you know that the AMI installation is underway. Representatives will have Missouri American Water contractor badges and signs on their trucks. They will leave a notification when the job is complete.

Your water service will not be interrupted during the AMI device installation. If you would like more information about the AMI system, please visit our website at [missouriamwater.com/meterupgrade](http://missouriamwater.com/meterupgrade).

Sincerely,

Missouri American Water



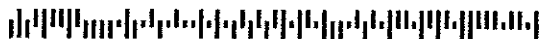


MISSOURI  
AMERICAN WATER

P.O. Box 578 Alton, IL 62002

Attachment 20

08/18/2018



018839 1 AB 0.405 18851/018851/029535 50 01 ACW1D4 005

RAY GHASEDI  
1048 S MCKNIGHT RD  
SAINT LOUIS MO 63117-1010

**For Service To:**

Account Number: 1017-220020183871

Service Address: 1048 S Mcknight Rd  
St Louis, MO 63117-1010

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Sincerely,

Missouri American Water



PRESS FIRMLY TO SEAL

PRESS FIRMLY TO SEAL



1004



65101

U.S. POSTAGE PAID  
PM 2-Day  
SAINT LOUIS, MO  
63144  
MAR 23, 19  
AMOUNT

**\$7.35**

R2305M147105-24

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DATE OF DELIVERY SPECIFIED\*



USPS TRACKING™ INCLUDED\*



INSURANCE INCLUDED\*



PICKUP AVAILABLE

\* Domestic only

EXPECTED DELIVERY DAY: 03/25/19

**USPS TRACKING NUMBER**



9505 5103 3206 9082 4388 14

**FROM: PRIORITY®**  
**★ MAIL ★**



VISIT US AT USPS.COM®  
ORDER FREE SUPPLIES ONLINE

FROM:

Ray Ghasedi  
1048 S McKnight Rd.  
St. Louis, MO 63117

**TO:** Data Center  
200 Madison St., Ste. 100  
Jefferson City, MO 65101

Label 228, March 2016

FOR DOMESTIC AND INTERNATIONAL USE



PS00001000014

EP14F July 2013  
OD: 12.5 x 9.5

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