

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

In the Matter of Missouri-American Water)	
Company’s Request for Authority to Implement)	Case No. WR-2011-0337
A General Rate Increase for Water and Sewer)	SR-2011-0338
Service Provided in Missouri Service Areas.)	

MAWC’S MOTION TO MODIFY COMMENT CARD ORDER

Comes now Missouri-American Water Company (MAWC or Company), and, hereby moves the Missouri Public Service Commission (Commission) for a modification of its Order Approving Proposed Comment Cards, Directing Mailing and Directing Filing:

1. On September 28, 2011, the Commission issued its Order Approving Proposed Comment Cards, Directing Mailing and Directing Filing (“Comment Card Order”). Among other things, the Comment Card Order directed that “Missouri-American Water Company shall mail the Commission-approved cards to each of its customers no later than October 20, 2011.”

2. Because the Comment Card proposed by MAWC, the Staff of the Commission (“Staff”) and the Office of the Public Counsel (“Public Counsel”) is designed to also provide notification of local public hearings, MAWC must have the Commission’s order setting local public hearings before it can finalize and print the comment cards. Additionally, the printing and preparation necessary to mail the approximately 457,000 cards will take a minimum of twenty days from the time MAWC receives such an order until the cards can be mailed. As the local public hearing schedule has not been finalized and published as of this date, *MAWC will be unable to meet the deadline found in the Comment Card Order.*

3. Further, this twenty day estimate assumes that all 457,000 will be direct mailed and not included as a bill stuffer. If there is a desire to save some costs by using a bill stuffer, MAWC

will need additional flexibility in the mailing date.

4. The Proposed Comment Card Filing agreed to by MAWC, Staff and Public Counsel suggested the following:

It is further contemplated that Attachment A will serve as customer notice of the local public hearings and be mailed (either separately or as a bill insert) to each MAWC customer at least fifteen (15) days prior to the first local public hearing.

(Proposed Comment Card Filing, para. 4).

5. This provision would potentially allow MAWC the flexibility to use bill stuffers, if possible. Of course, MAWC would still need the local public hearing schedule a minimum of twenty (20) days before the cards were required to be mailed (or thirty-five (35) days before the first local public hearing). MAWC would need additional time in order to make bill stuffers available for at least some customers.

6. Therefore, MAWC moves the Commission to modify its Comment Card Order to provide that the comment cards be “mailed (either separately or as a bill insert) to each MAWC customer at least fifteen (15) days prior to the first local public hearing.”

WHEREFORE, MAWC respectfully requests the Commission issue its order granting

MAWC's motion and modifying its Comment Card Order as stated herein.

Respectfully submitted,



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CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been sent by electronic mail this 30th day of September, 2011, to:

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