

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

FEB 23 2012

Name: ROBERT J. Chancy III
Complainant

vs.

Company Name: AMERICAN MISSOURI WATER
Respondent

Case No. **Missouri Public Service Commission**

COMPLAINT

Complainant resides at 2954 FLAMELIGHT Ct
(address of complainant)

St. Louis, MO 63129

1. Respondent, MISSOURI AMERICAN WATER
(company name)
of 535 N. New BALAS St Louis MO 63141, is a public utility under the
(location of company)

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

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

MISSOURI AMERICAN WATER (MAW) HAS OVER CHARGED me for the entire time I have lived in this home up until the meter was changed on October 28 2010.

I moved into this home in MAY 1998 AND had the water place into our name. We have paid on time every time. We moved from the city of St. Louis AND did NOT KNOW OUR REPORTED USAGE WAS EXCESSIVE. WE ASKED for a REVIEW AND MAW SENT A TECH AND SUGGESTED we change the INVER WORKING of the tolets. We did AND NO CHANGE IN BILLED USAGE OCCURED.

After 6-7 years AND suggestions by family we ASKED AGAIN AND A 'SELF-TEST' KIT WAS sent to us. Again NO PROBLEMS were found

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

AND A CUSTOMER SERVICE REP SUGGESTED WE HAVE THE METER CHANGED OUT. ON 10-28-2010 MAN CHANGED THE METER.

Now our bills reflect a quarterly usage of 19-20 100 CFs. DOWN FROM 155 100 CFs. The rep stated that the water meters are usually changed every 10 years and her records show that our meter was probably the original one when the house was built in 1975.

Since the MSD bill is based on water usage report to MSD by MAN our MSD charges were affected.

WHEREFORE, Complainant now requests the following relief:

I request a refund for the over billing for the time I have lived at this residence. WATER USAGE OVERCHARGE TOTALS:
135 CFs overcharged per quarter totally \$313.56 per quarter for 12 years. GRAND total of \$15,050.88 plus MSD over charges.

2-20-2012
Date

314 629-3952
Complainant's Phone Number

RJ Clancy
Signature of Complainant

clancyrj@yahoo.com
Complainant's E-mail Address

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