BEFORE THE PUBLIC SERVICE COMMISSION

**OF THE STATE OF MISSOURI**

In the Matter of the Application of Missouri-American )

Water Company for a Certificate of Convenience and )

Necessity Authorizing it to Install, Own, Acquire, )

Construct, Operate, Control, Manage and ) File No. WA-2021-0376

Maintain a Water System and Sewer System in )

and around the City of Eureka, Missouri )

**NOTICE OF COMPLETION**

**COMES NOW** Missouri-American Water Company (MAWC), and, as its Notice of Completion states the following to the Missouri Public Service Commission (Commission):

1. The Commission issued its Report and Order on June 9, 2022, with an Effective Date of July 9, 2022.
2. The Commission issued an Amended Report and Order on June 29, 2022 with an effective date of July 9, 2022 (“Order”) approving the transfer of assets and granting the Certificate of Convenience and Necessity.
3. The closing contemplated by the Order was completed on August 4, 2022.
4. MAWC filed a Notice of Closing on August 12, 2022.
5. MAWC hereby provides notice that pursuant to the Order, the following have been completed with copies provided to the Commission where applicable.

(1) Require MAWC to provide to the Customer Experience Department (CXD) an example of its actual communication with the Eureka service area customers regarding its acquisition and operations of the Eureka water and sewer system assets, and how customers may reach MAWC, within ten (10) days after closing on the assets;

(2) MAWC has provided training to its call center personnel regarding rates and rules applicable to the Eureka customers;

(3) MAWC has included the Eureka customers in its established monthly reporting to the Customer Experience Department Staff on customer service and billing issues and will continue on an ongoing basis;

(4) MAWC has distributed to the Eureka customers an informational brochure detailing the rights and responsibilities of the utility and its customers regarding its water and sewer services, consistent with the requirements of Commission Rule 20 CSR 4240-13.040(3), within thirty (30) days of closing on the assets;

(5) MAWC has provided to the CXD Staff a sample of ten (10) billing statements from the first month’s billing.

**WHERFORE,** MAWC respectfully requests that the Commission consider this Notice of Completion and such further orders as it shall find to be reasonable and just.

Respectfully submitted,

/s/*Tim Luft*

Timothy W. Luft, Mo. Bar #40506

Corporate Counsel

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**ATTORNEY FOR MISSOURI-AMERICAN**

**WATER COMPANY**

# 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, 2022, to:

General Counsel’s Office Office of the Public Counsel

[staffcounselservice@psc.mo.gov](mailto:staffcounselservice@psc.mo.gov) [opcservice@opc.mo.gov](mailto:opcservice@ded.mo.gov)

/s/ Tim Luft