

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

In the Matter of Missouri-American Water     )  
Company for a Certificate of Convenience     )  
and Necessity Authorizing it to Install, Own,     ) File No. WA-2023-0345  
Acquire, Construct, Operate, Control,     )  
Manage and Maintain a Water System and     )  
Sewer System in and around the City of     )  
Wood Heights, 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 Order Granting Certificate of Convenience and Necessity (“Order”) on June 7, 2023 with an Effective Date of July 7, 2023.
2. The closing contemplated by the Order was completed on July 20, 2023.
3. MAWC filed a Notice of Closing on July 24, 2023.
4. MAWC hereby provides notice that pursuant to the Order, the following have been completed with copies provided to the Commission where applicable.
  - (1) MAWC shall provide to the Customer Experience Department (CXD) Staff an example of its actual communication with the Wood Heights customers regarding its acquisition and operations of the water system assets, and how may customers reach MAWC, within ten days after closing on the assets.
  - (2) MAWC shall distribute to the City customers an informational brochure detailing the rights and responsibilities of the utility and its customers regarding its sewer service, consistent with the requirements of Commission Rule 20 CSR 4240-13.040(3), within thirty (30) days of closing on the assets;
  - (3) MAWC shall provide to the CXD Staff a sample of ten (10) billing statements from the first month’s billing within thirty (30) days of closing on the assets;

- (4) MAWC shall provide training to its call center personnel regarding rates and rules applicable to the Wood Heights water and sewer system customers;
- (5) MAWC shall include the Wood Heights water and sewer system customers in its established monthly reporting to the CXD Staff on customer service and billing issues, on an ongoing basis, after closing on the assets.

**WHEREFORE**, 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*

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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 22<sup>nd</sup> day of September, 2023, to:

General Counsel's Office  
[staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov)

Office of the Public Counsel  
[opcservice@opc.mo.gov](mailto:opcservice@opc.mo.gov)

*/s/ Tim Luft*