

**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,)
Acquire, Construct, Operate, Control,)
Manage and Maintain a Water System and)
Sewer System in and around the City of)
Ironton, Missouri)

File No. WA-2023- 0434

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 Approving Transfer of Assets and Granting Certificate of Convenience and Necessity (“Order”) on November 8, 2023, with an Effective Date of December 8, 2023.
2. The closing contemplated by the Order was completed on December 13, 2023.
3. MAWC filed a Notice of Closing on December 14, 2023.
4. MAWC hereby provides notice that pursuant to the Order, the following have been completed with copies provided to the Commission where applicable.

3.l. MAWC shall provide to the Customer Experience Department (CXD) Staff an example of its actual communication with the Ironton customers regarding its acquisition and operations of the water and sewer system assets, and how many customers reach MAWC, within ten days after closing on the assets

3.o. MAWC shall distribute to the City customers an informational brochure detailing the rights and responsibilities of the utility and its customers regarding its water and 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.p. 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;

- 3.q. MAWC shall provide training to its call center personnel regarding rates and rules applicable to the Ironton water and sewer system customers.

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

Timothy W. Luft, Mo. Bar #40506

Rachel Niemeier, Mo. Bar # 56073

Corporate Counsel

MISSOURI-AMERICAN WATER COMPANY

727 Craig Road

St. Louis, MO 63141

(314) 996-2279 telephone

tim.luft@amwater.com

**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 12th day of February 2024, to:

General Counsel's Office
staffcounsel@psc.mo.gov

Office of the Public Counsel
opcservice@opc.mo.gov

/s/ Tim Luft