

# Notice of Requested Rate Change & Hearings Request for Public Comment

## Missouri-American Water Company

If you would like to comment publicly on Missouri-American Water's rate request that was filed with the Missouri Public Service Commission (PSC) in June 2011, you may do so:

**In person:** Provide sworn testimony at a local public hearing. A schedule listing dates, times and locations for all local public hearings is listed below.\*

**By Contacting the PSC's Consumer Services:** Toll-free hotline from inside Missouri at 1-800-392-4211, if outside Missouri call 573-751-3234, by email at [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov), or by mail at PO Box 360, Jefferson City, MO 65102.

**By Contacting the Office of the Public Counsel:** Toll-free at 866-922-2959, by email at [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov), or by mail at PO Box 2230, Jefferson City, MO 65102.

**Electronically:** Submit a comment to the Public Service Commission through the Internet by the PSC's Electronic Filing and Information System (also called "EFIS") at <https://www.efis.psc.mo.gov/mpsc/DocketSheet.html> (please reference File No. WR-2011-0337.) Comments can be viewed by the public. Do not include any information in a public comment that you do not wish to be made public.

\* The local public hearing will be held in a building that meets accessibility standards required by the Americans with Disabilities Act. Any person needing additional accommodations to participate in these hearings may call the PSC hotline at 1-800-392-4211 or Relay Missouri at 711 prior to the meeting.

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Appendix A

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**Wednesday, Dec 14, 2011, 11:30 a.m.**  
Branson City Hall, City Council Chambers  
110 W. Maddux Street  
Branson, MO 65616

**Wednesday, Dec 14, 2011, 5:30 p.m.**  
Cornell Auditorium in the  
Missouri Southern State University  
Robert W. Plaster Free Enterprise Center  
3950 E. Newman Road  
Joplin, MO 64801

**Thursday, Dec 15, 2011, 11:30 a.m.**  
Warsaw Community Building (City Hall),  
Harbor Room  
181 W. Harrison Street  
Warsaw, MO 65355

**Thursday, Dec 15, 2011, 5:30 p.m.**  
Municipal Building, City Council Chambers  
200 S. Osage Street  
Sedalia, MO 65301

**Thursday, Jan 5, 2012, 11:30 a.m.**  
City Council Chambers  
2950 NW Vivion Road  
Riverside, MO 64150

**Thursday, Jan 5, 2012, 5:30 p.m.**  
Leah Spratt Hall, Room 201,  
Missouri Western State University  
4525 Downs Drive  
St. Joseph, MO 64507

**Monday, Jan 9, 2012, 11:30 a.m.**  
St. Louis County Library,  
Thornhill Branch Auditorium  
12863 Willowick Drive  
St. Louis, MO 63146

**Monday, Jan 9, 2012, 5:30 p.m.**  
University of Missouri - St. Louis, North  
Campus, JC Penney Building Conference  
Center, Summit Room  
One University Boulevard  
St. Louis, MO 63121

**Thursday, Jan 12, 2012, 11:30 a.m.**  
Courthouse, Community Room  
101 N. Jefferson Street  
Mexico, MO 65265

**Thursday, Jan 12, 2012, 5:30 p.m.**  
Public Service Commission's Office, Room 310  
200 Madison Street  
Jefferson City, MO 65102

**Tuesday, Jan 17, 2012, 5:30 p.m.**  
Knights of Columbus Hall  
124 E. Broadway  
Brunswick, MO 65236

Missouri Public Service Commission  
200 Madison Street, PO Box 360  
Jefferson City, MO 65102-0360

# Notice of Requested Rate Change & Hearings Request for Public Comment

## Missouri-American Water Company

Missouri-American Water Company (MAWC) filed a proposal with the Missouri Public Service Commission (PSC) that may affect your water {wastewater} bill. MAWC proposes to increase its gross annual revenues from all its service territories (excluding sales and other gross receipts taxes) by approximately \$43 million in the aggregate.

MAWC also proposes to eliminate district specific rates and implement uniform rates for all Missouri customers. If this rate request is approved in full, for the typical {district} residential customer using x,xxx gallons per billing cycle, the proposed {increase/decrease} would be approximately \$xx.xx per billing cycle under district specific rates or approximately \$xx.xx per billing cycle under uniform statewide rates. The proposed {increase/decrease} would reflect an overall {increase/decrease} of xx percent for the {district} under district specific rates or xx percent under uniform statewide rates. The resulting change in rates for the (district) may be greater or lesser, depending upon the resolution of various issues to be addressed in the case.

For complete details of the Missouri-American Water Company's rate case filing, go to [www.psc.mo.gov](http://www.psc.mo.gov) and search for Case No. WR-2011-0337.

**If you would like to comment on MAWC's service quality or billing issues, please return the attached comment card by January 6, 2012. Please DO NOT include bill payments or information that you do not wish to make public, such as your customer account number. Please also note that this is NOT a vote on the proposed rates.**

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### Customer Comment Card (Please return by January 6, 2012) Missouri-American Water Company (MAWC) Rate Request Case # WR-2011-0337

- This is NOT a vote for approval of the rates. • Please DO NOT submit payment with this card

Name: \_\_\_\_\_ Are you a current MAWC customer? Yes  No

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please provide any comments you would like to express regarding Missouri American Water's service quality or billing issues below:

#### Additional Water and Wastewater Service Comment Survey

	Strongly Agree	Agree	Disagree
1. Missouri American Water provides you with reliable service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The bill you receive from Missouri American Water is accurate and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The tap water delivered to you by Missouri American Water is of high quality. (for water customers only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you marked "disagree" for any of the statements, please provide detailed information and examples below:

Appendix A  
\_\_\_\_\_  
\_\_\_\_\_

**Please include written comments only. Please do not include bill payments or information that you do not wish to make public, such as customer account number, etc.**