

Exhibit No. 2

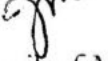
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Data Center
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Commission – LPH Exhibit 2
Consumer letter
File No. WR-2024-0320

Jeanette Mott Oxford, M.Div.

November 12, 2024

To: Kayla Hahn, Chair, and Members
Missouri Public Service Commission

From: Jeanette Mott Oxford 
Member, Consumers Council of Missouri and of Epiphany United Church of Christ

Re: Concerns About Proposed Missouri-American Company rate increases

As a member of the Consumers Council of Missouri and a lay leader at Epiphany United Church of Christ, I speak in opposition to the following increases requested by Missouri-American Water Company:

- The 113 percent increase in fixed monthly customer charge is very steep. Customers cannot avoid this charge by conservation.
- A 10.75% Return on Equity is a very high corporate profit at a time when many households have not seen wages or retirement benefits keep up with the pace of inflation.
- The "Revenue Stabilization Mechanism" (RSM) harms customers for the sake of guaranteeing that very high ROE amount for investors.

Water is a basic human need, and human beings cannot be healthy without steady access to clean water, safe for drinking, cooking, bathing, and cleaning. Any increase in income for Missouri-American Water must be accompanied by robust customer assistance policies to prevent disconnection and to secure access to water.

The number of Missouri-American Water Company customers who will be challenged by these rate increases is large. According to the 7th edition of the **Who Pays Report** from the Institute on Taxation and Economic Policy, one out of five of Missouri's non-elderly households report annual earnings of less than \$20,900 annually. The average annual income for this group is \$12,100. The next quintile earns less than \$43,400 annually with an average income of \$31,000. These households have little discretionary income – if any – with which to absorb this increase in rates.

I welcome any questions you may have. My personal mobile number is 