



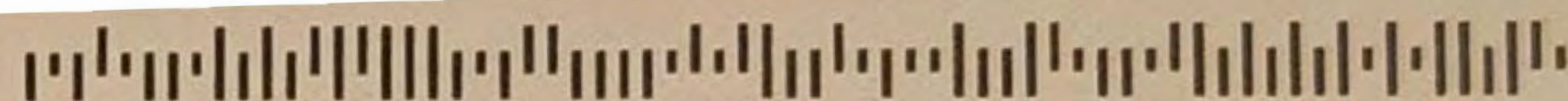
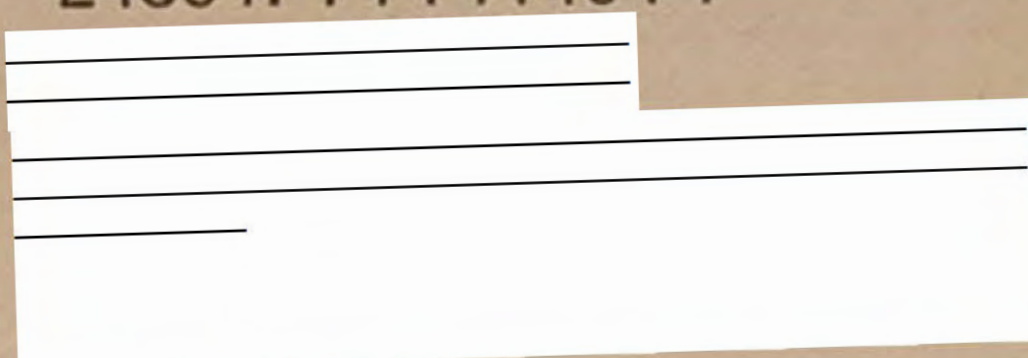
MISSOURI  
AMERICAN WATER

727 Craig Road  
St. Louis, MO 63141

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE  
PAID  
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Rec'd 11/12/24  
After got home from  
the 11/12/24 hearing!  
Ridiculous 917pm

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## MISSOURI AMERICAN WATER COMPANY NOTICE OF PUBLIC HEARINGS

On July 1, 2024, Missouri American Water filed a request with the Missouri Public Service Commission (MoPSC) to review our water and wastewater rates. The request was driven by nearly \$1.5 billion in completed or planned system improvements across the state from January 2023 to May 2026. Missouri American Water requested that the MoPSC raise its base rates in total by approximately \$166.6 million annually, or approximately 34.4% over total water and wastewater revenues currently authorized by the MoPSC. Subsequently, the MoPSC has issued an Order shortening the time by which system improvements must be completed to be considered for inclusion in this case.

Investments in the rate review include the replacement or installation of approximately 250 miles of aging water and wastewater pipes to help reduce main breaks and sewer overflows. Improvement projects also include the upgrading of treatment plants, storage tanks, wells, pumping and lift stations, fire hydrants, meters and more across the state. Our proactive upgrades are an important part of providing safe and reliable service to families and businesses across the state.

Under MAWC's request as originally proposed, the bill for a typical volumetric water customer using an average of 5,475 gallons monthly would increase about \$18 per month. The change to bills for wastewater customers will vary, depending on the service area. Some customers would see a \$1 decrease and others would see up to a \$27 increase. The amount of any changes to any customers' individual monthly bill may be different from those specified here.

The MoPSC will ultimately determine what amount of increase, if any, to approve. Current bills include an adjustment for the Water and Sewer Infrastructure Act to help pay for certain completed improvement projects. Under the rate review process, these projects are reviewed and may be included in any new rates set by the MoPSC. Any new rates approved by the MoPSC are expected to become effective mid-2025.

### Public Hearing Information

The MoPSC is holding several public hearings where customers can ask questions and testify about the company's rate request. Customers are encouraged to participate in the hearings.

Each hearing is divided into two parts. In the first part, you may ask questions of Missouri American Water, the Office of the Public Counsel, and the MoPSC Staff. The MoPSC Commissioners and the regulatory law judge will not attend the informal question and answer session. Your questions and the answers provided will not be part of the evidence the MoPSC reviews. In the second part, MoPSC Commissioners and a regulatory law judge will be present, and you may testify as part of the official record of the case.



Public hearings will be held in person and virtually according to the following schedule:

### IN-PERSON PUBLIC HEARINGS

Date	Start Time	Location
October 28, 2024	6:00 p.m.	Branson City Hall, City Council Chambers 110 West Maddux Street, Branson, MO 65616
November 4, 2024	6:00 p.m.	Missouri Southern State University, Robert W. Plaster Free Enterprise Center Cornell Auditorium, 3950 E. Newman Road, Joplin, MO 64801
November 7, 2024	6:00 p.m.	St. Joseph City Hall, City Council Chambers 1100 Frederick Avenue, St. Joseph, MO 64501
November 12, 2024	6:00 p.m.	University of Missouri – St. Louis, Millennium Student Center, Century Room C 17 Arnold B. Grobman Drive, St. Louis, MO 63121
November 13, 2024	6:00 p.m.	Governor State Office Building, Room 310 200 Madison Street, Jefferson City, MO 65101

Anyone is welcome to attend the in-person local public hearings at the addresses and times listed above.

### VIRTUAL PUBLIC HEARINGS

Date	Start Time	Location
November 6, 2024	Noon	Telephone Number: 1-855-718-6621 Access Code: 2632 327 4117 Password: 0320
November 6, 2024	6:00 p.m.	Telephone Number: 1-855-718-6621 Access Code: 2634 044 0310 Password: 0320

To attend a virtual public hearing by telephone, at the time of the hearing call toll-free 1-855-718-6621, listen to the prompt and enter the corresponding meeting number listed above followed by # (pound/hashtag symbol). If prompted for a password, enter the corresponding password listed above. To attend a virtual public hearing by WebEx video (internet), visit the website [www.webex.com](http://www.webex.com). You can also download the Cisco WebEx meetings application on your mobile device, laptop, desktop, or tablet prior to the hearing and join the meeting at the hearing time by entering the corresponding meeting number and password listed above.

To facilitate an orderly presentation that can be preserved for the record, members of the public who wish to participate in the WebEx question-and-answer session or make comment to the Commission during a WebEx hearing shall register by sending their first and last name, phone number, and email address to [mawccomments@psc.mo.gov](mailto:mawccomments@psc.mo.gov), or by calling 1-800-392-4211 by 5:00 p.m. the day before the hearing.

Any individuals needing special accommodations to participate in the hearings should contact the MoPSC at least ten days prior to the hearing at one of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

#### Additional Ways to Provide Comments and Feedback

If you are unable to attend a public hearing, or if you would like to make written comments or receive additional information, you may contact the MoPSC directly at:

Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102  
Telephone: 1-800-392-4211 Email: [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov)

In addition, you may also provide comments or request additional information from the Missouri Office of the Public Counsel (OPC), a state agency tasked with representing the interests of the public in proceedings before the MoPSC, by contacting the OPC directly at:

Office of the Public Counsel  
P.O. Box 2230  
Jefferson City, Missouri 65102  
Telephone: 1-866-922-2959 (toll free) or 1-573-751-4857 Email: [opcservice@opc.mo.gov](mailto:opcservice@opc.mo.gov)

Comments may also be submitted electronically using the MoPSC's electronic filing system at [https://psc.mo.gov/General/Submit\\_Comments](https://psc.mo.gov/General/Submit_Comments). From this webpage, click "e-Filing Instructions" under the heading "Submit Comments in Writing." When submitting comments, please reference File No. WR-2024-0320.

#### More Information

Additional information on proposed rates can be found at [missouriamwater.com](http://missouriamwater.com) > Customer Service & Billing > Water and Wastewater Rates.

All documents filed as part of the rate review can be found on the MoPSC's Electronic Filing Information System (EFIS) at [efis.psc.mo.gov](http://efis.psc.mo.gov), click on "Existing Case e-Filing and Search" under the heading "Case e-Filings and Search," and enter Case No. WR-2024-0320.