

FILED

MAY 18, 2021
Missouri Public
Service Commission

Exhibit No. 307

Commission – Exhibit 307
Stipulation of Undisputed Facts
File No. WC-2021-0129

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

Willie J. Harris, Jr.,)	
)	
Complainant,)	
)	
v.)	<u>File No. WC-2021-0129</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

STIPULATION OF UNDISPUTED FACTS

COMES NOW the Staff of the Missouri Public Service Commission, through counsel, and for its *Stipulation of Undisputed Facts* submitted on behalf of all parties in this matter, states as follows:

1. Complainant Willie J. Harris, Jr. received residential water service at his St. Louis home from Respondent Missouri American Water Company (“MAWC”) from 1990 until September 29, 2020.

2. MAWC is a public utility under the jurisdiction of the Missouri Public Service Commission (“Commission”).

3. Mr. Harris filed a formal complaint with the Commission against MAWC on November 2, 2020. Mr. Harris alleges that MAWC (1) rendered erroneous bills and did not take actual meter readings and (2) has not changed his meter since the 1960s. Mr. Harris requests that his water service be reinstated at no charge, without payment for the water he received and account charges he accrued from May 3, 2019 through September 29, 2020.

4. Staff’s table in page 5 of its *Report of the Staff*, dated February 4, 2021, accurately represents Mr. Harris’ water usage used in quarterly MAWC billings rendered

from May 2015 through October 2020. During this period Mr. Harris used between zero and five units¹ per quarter, with two exceptions. Other than these two exceptions, described below, Mr. Harris' usage is consistent with him not living in the home and visiting it occasionally.

5. Mr. Harris' last payment on his account was July 9, 2019. This was for water service received and service charges accrued during the prior quarter, which ran from February 5, 2019 through May 2, 2019.

6. In its August 6, 2019 billing, MAWC billed Mr. Harris for 457 units (341,836 gallons) of water for a total bill of \$1,865.64. On November 1, 2019 MAWC applied a courtesy adjustment of \$1,822.19 to Mr. Harris' account balance, which at that time was \$1,929.94. After the \$1,822.19 adjustment was made, Mr. Harris' account had a balance of \$107.75. MAWC appropriately calculated this adjustment utilizing past usage at the same time last year and the appropriate rates.

7. MAWC disconnected Mr. Harris' service on September 29, 2020 for nonpayment.

8. MAWC's last reading of Mr. Harris' meter was September 29, 2020 at the time his service was disconnected. According to this reading, Mr. Harris used 109 units (81,532 gallons) of water since the prior reading on July 31, 2020.

9. As of October 30, 2020 Mr. Harris' MAWC balance is \$759.76 for water he received from May 2019 through September 2020.

10. Mr. Harris does not have a water leak at his house.

¹ A unit of water is equal to 100 cubic feet, which is 748 gallons.

11. Mr. Harris' water meter is located inside his home and a wire runs from the meter to a touchpad outside his home. No Advanced Metering Infrastructure (AMI) is attached to his meter. To take a reading, a technician must walk to the touchpad and physically touch the touchpad with a handheld reader. The handheld reader registers the reading of the meter inside the home.

12. Mr. Harris filed photographs of his meter, which bears serial number 87918668. According to Mr. Harris' bills from February 2015 through October 2020, all readings were actual readings, and the meter serial number on the bills matches the meter serial number in Mr. Harris' photographs.

13. Mr. Harris and a MAWC representative met at Mr. Harris' home on October 18, 2019. During this meeting, the MAWC representative obtained an actual read of Mr. Harris' meter.

14. MAWC attempted to coordinate meter upgrades with Mr. Harris beginning in January 2018 and continuing during the summer and fall of 2019, but the parties were unable to schedule an appointment during a time satisfactory to Mr. Harris.

WHEREFORE, the parties submit this *Stipulation of Undisputed Facts* for the Commission's information and consideration.

Respectfully submitted,

/s/ Karen E. Bretz

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CERTIFICATE OF SERVICE

I certify that the foregoing has been emailed to counsel of record for MAWC and OPC, and mailed by United States postal service, postage prepaid to Mr. Harris (206 Topaz Lane, Horseshoe Bend, AR 72512-3817) on this 12th day of April, 2021.

/s/ Karen E. Bretz