

**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,     ) File No.     WA-2022-0361  
Acquire, Construct, Operate, Control,     )  
Manage and Maintain a Water System in and     )  
around an area of Benton County, Missouri     )  
(Pom-Osa Heights Subdivision).     )

**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 Granting Certificate of Convenience and Necessity (“Order”) on October 12, 2022 with an Effective Date of November 11, 2022.
2. The closing contemplated by the Order was completed on December 19, 2022.
3. MAWC filed a Notice of Closing on December 20, 2022.
4. MAWC hereby provides notice that pursuant to the Order, the following have been completed with copies provided to the Commission where applicable.
  - (1) MAWC has provided training to its call center personnel regarding rates and rules applicable to the Pom-Osa water system customers.
  - (2) MAWC will include the Pom-Osa water system customers in its established monthly reporting to the CXD Staff on customer service and billing issues, on an ongoing basis, after closing on the assets.
  - (3) MAWC has distributed to the Pom-Osa water system customers and informational brochure detailing the rights and responsibilities of the utility and its customers regarding its water service, consistent with the requirements of Chapter 13 of the Commission Rules (20 CSR 4240-13).
  - (4) MAWC has provided the Customer Experience Department (“CXD”) Staff an example of its actual communication with the Pom-Osa water system customers regarding its acquisition and operations of the water and sewer system assets, and how customers may reach MAWC.
  - (5) MAWC has provided the CXD Staff a sample of ten billing statements from the first month’s billing.

**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*

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**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 13th day of February, 2023, to:

General Counsel's Office  
[staffcounsel@psc.mo.gov](mailto:staffcounsel@psc.mo.gov)

Office of the Public Counsel  
[opcservice@opc.mo.gov](mailto:opcservice@opc.mo.gov)

*/s/ Tim Luft*