

October 14, 2010

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Secretary of the Missouri Public Service Commission
Data Center

P.O. Box 360

Jefferson City, MO 65102

Missouri Public
Service Commission

To Whom It May Concern:

I am writing to file a formal complaint against Missouri American Water. I contacted Missouri American Water in August 2010 to establish water services. During the initial call I informed the customer service agent that I only needed water service temporarily in order to have the property inspected and all utilities had to be on. At that point the customer service agent informed me that there would be a \$25.00 turn on fee.

Thirteen days later I contacted Missouri American Water to have the water service disconnected. The customer service agent informed me that the water would be disconnected and that was the end of the call.

Two weeks after the disconnect call I received the bill from Missouri American Water for \$102.59 for 13 days of service on a vacant house so I contacted them. I spoke with Michael on 8-23-10, Scott Gordon, then supervisor Courtney, the finally Chelsea Harmon with customer relations department who referred me to contact the public service commissions.

At no point during set up or disconnect of the water service was I ever informed of any extra fees that would be charged should I choose to disconnect the service before a certain amount of time nor would I have known to ask this question if no other utility company charge you for disconnecting the service. The only thing I was ever informed of was the \$25.00 set up fee. Missouri American Water informed me that their agents does inform the customer of the extra tariff that they charge so I requested to hear both calls and mysteriously neither call was available anymore.

I spoke with Tracy from your office on 9-28-10 who also requested to hear the calls and was also told that the calls were no longer available. Tracy also informed me that Missouri American Water can charge this tariff in which I was charged. I informed Tracy that them being able to charge the fee wasn't the issue. If Missouri American Water has the right to charge this fee then I as a consumer have the right to be informed of this fee so that I could have made the best decision possible at that time. Had I been informed that I would have a \$102.59 bill for 13 days of service on a vacant house I could have left the water on for the three months and accumulated a much smaller bill than what they billed me. Also the bill exhibits \$15.56 for water service which I do not agree with because there was no usage since the property was vacant. And the \$61.00 tariff fee I am also disputing. The only fee I agreed to and was made aware of was the \$25.00 set up fee.

I appreciate you taking the time to address this issue for me. Thanks for your prompt attention to this matter. Feel free to contact me at (314) 583-9471 should you have any further question and/or concerns. **My Missouri American Water account # is 35-1453882-0 and my billing/mailling address is: PO Box 38881, St. Louis, MO 63138.**

Sincerely,

A handwritten signature in black ink, appearing to be 'L. J. W.' or similar, written in a cursive style.