



July 21, 2014

Mr. Hugh MacKenzie
343 Limestone Drive
Reeds Spring, MO 65737

Re: Missouri Public Service Commission
Case No. WC-2014-0138
Your letter dated July 7, 2014

Dear Mr. MacKenzie:

We have had an opportunity to review your letter to the Missouri Public Service Commission that was recently filed in Case No. WC-2014-0138. It is my understanding that you disputed portions of your bill in the amount of \$317.39 and \$105.53. As you stated, those amounts were initially withdrawn from your account in accordance with the automatic withdrawal agreement. Because the amounts are in dispute, MAWC has since refunded those amounts of \$317.39 and \$103.53, pending the outcome of the dispute.

For clarification, MAWC's refunds do not indicate that MAWC agrees that the amounts are not owed. The refunds indicate MAWC's acknowledgement that the amounts need not be paid pending resolution of the dispute.

Although these amounts will continue to be shown on your bill, we are withholding your account from any collection action associated with the disputed charges.

Should there be any additional questions or further assistance needed, please contact me directly using the contact information below.

Very truly yours,

Chelsie Dawson n.o.

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