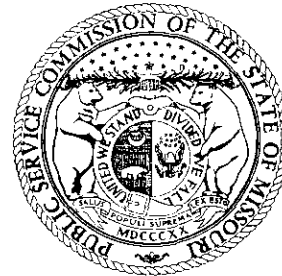


## Notice of *Ex Parte* Contact

TO: Data Center  
All Parties in Case No. WR-2007-0216

FROM: Commissioner Steve Gay

DATE: June 29, 2007



On June 21, 2007 the attached letter was received from Ms. Delores McMillan. The Commission is currently considering the issues addressed in the letter in Case No. WR-2007-0216 and is bound by the same *ex parte* rule as a court of law.

Although communications from the public are always welcome, those communications must be made known to all parties to a contested case so that those parties have the opportunity to respond. According to the Commission's rules (4 CSR 240-4), when a communication (either oral or written) occurs outside the hearing process, any member of the Commission or the Regulatory Law Judge who received the communication shall prepare a written report concerning the communication and submit it to each member of the Commission and the parties to the case. The report shall identify the person(s) who participated in the *ex parte* communication, the substance of the communication and the relationship of the communication to a particular matter at issue before the Commission.

Therefore, this report is submitted pursuant to the rules cited above. This will ensure that any party to this case will have notice of the attached information and a full and fair opportunity to respond to the comments contained therein.

cc: Commissioners  
Executive Director  
Secretary/Chief Regulatory Law Judge  
General Counsel

8307 Garfield Ave.  
St. Louis, MO 63114  
June 14, 2007

Mr. Steve Saw  
Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102

Dear Mr. Saw:

I send you a letter certified on Jan 25, 2007 about Ameren W.E. increases their bill. I am still waiting for you to respond to that letter. I am very sorry but, here we go again. The Water & the Sewer Companies wants to increase their rates.

I attended the meeting 6/13/07 at Meramec, but was not able to voice my opinion because the meeting, I was told only last 20 minutes. The Public Comm. Board was not there; they had to return to Jeff. City. My main question is why did they have the meeting way out at Meramec Campus? I have also enclosed with this

pg 2

letter some copies of my most  
highest bills in the last 7 yrs.  
and I also enclosed a list of  
how my bills have rose up  
and down like a see - saw.  
I think they have already  
receive the raise or increase  
from me for the last 7 yrs.

Please look at my bills  
in the past.

The Public Comiss. should  
work for the people  
not for the Giant Monopolies.

Let try & be fair - if  
any of you knows what  
fair is.

You need not answer this  
letter also because I am  
just a poor woman - fight-  
ing the system & the Giant  
Monopolies.

Respectfully yours

Ms. Delores McMillan

Copies of Bills  
Enclosed.



Missouri  
American Water®

ST LOUIS COUNTY

## NOTICE

Missouri-American Water Company has filed revised water and sewer tariff sheets with the Missouri Public Service Commission (PSC) which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 24.8 percent for water and 25.7 percent for sewer (where the company provides sewer service).

Public comment hearings have been set before the PSC as follows:

**PUBLIC HEARING: Wednesday, June 13, 2007 at 11:00 a.m.,**  
Thornhill Branch of the St. Louis County Library, 12863 Willowick Drive, St. Louis, Missouri.

**PUBLIC HEARING: Wednesday, June 13, 2007 at 6:00 p.m.,** St. Louis Community College — Meramec Campus, Student Center, Room 200, 11333 Big Bend Road, Kirkwood, Missouri.

~~\*A question-and-answer session will be held one-half hour before the beginning of the hearings.~~

If you are unable to attend a live public hearing and wish to make written comments or secure additional information, you may contact the Office of the Public Counsel, P.O. Box 2230, Jefferson City, Missouri 65102, telephone (573) 751-4857, email [opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov) or the Missouri Public Service Commission, Post Office Box 360, Jefferson City, Missouri 65102, telephone 800-392-4211, email [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov).

- Evidentiary and True-up Hearings** will be held August 6—10 and
- August 13-17, 2007, beginning at 8:30 a.m. at the Commission's offices in the Governor Office Building, 200 Madison Street, Jefferson City, MO.

The hearings will be held in buildings that meet the accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

For additional information visit: [www.mawc.com](http://www.mawc.com)

878-7730

*I tried to attend  
the meeting  
but got there  
about 7 PM  
had to work.*

## **NOTICE**

Missouri American Water has filed revised water service tariff sheets with the Missouri Public Service Commission (PSC) which would increase the Company's Missouri jurisdictional annual gross revenues by approximately 12.2 percent. For the average residential customer in St. Louis County using water, the proposed increase would be approximately \$2.50 each month.

True-up hearings have been scheduled before the PSC on February 5 and 6, 2004. Each of these hearings will begin at 8:30 a.m., at the Commission's offices at the Governor Office Building, Room 310. If you wish to comment or secure information, you may contact the Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri 65102, telephone (573) 751-4857.

The building where the hearing will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in the these hearings, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or 1-800-829-7541 (TDD) prior to the hearing.

St. Louis County (C)

*This was send to me 2/2/04  
this was a notice of Increase  
this has been since 2001*

- ① 10/16/00 - 61.38 x
- ② 2/15/01 - 56.39
- ③ 4/18/01 - 55.97
- ④ 8/7/01 - 64.99
- ⑤ 10/25/01 - 65.97

2/5/07 - 76.53  
5/29/07 43.86

3/5/02 - 66.21  
5/3/02 - 54.74  
8/24/02 - 64.37  
11-8/02 - 69.55

2/4/03 - 61.82  
5/8/03 59.55  
8/11/03 - 67.51  
11/6/03 - 65.85

1/29/04 - 65.25  
5/15/04 - 62.93  
8/10/04 - 64.39  
10/27/04 65.76

1/31/05 - 69.77  
4/28/05 - 69.00  
7-28/05 - 77.03  
10-30/05 - 77.03

3/5/06 - 71.91  
5/1/06 - 53.18  
7/3/06 - 58.26  
11/20/06 58.38

SERVICE ADDRESS: [REDACTED] BILLING PERIOD: 07/13/00 - 10/11/00 DAYS: 90 ACCOUNT NUMBER: [REDACTED] BILL DATE: 10/13/00  
 DATE BILL IS DUE: 10/23/00 DATE BILL IS DELINQUENT: 10/30/00 NEXT SCHEDULED READ DATE: 01/16/01

USAGE SUMMARY  
 METER1  
 PRESENT READING: 1145 A  
 PREVIOUS READING: 1113 A  
 TOTAL USAGE: 32 (100 CU. FT.)  
 AVERAGE DAILY USAGE: 267 GALS  
 AVERAGE DAILY COST: .68

SEE BACK SIDE FOR DESCRIPTION OF CODES

TRANSACTION ACTIVITY	AMOUNT	TRANSACTION ACTIVITY	AMOUNT
PAYMENT 07/24/00 - THANK YOU	58.32	GROSS RECEIPTS TAX	3.06
WATER SERVICE-RATE A	54.85	MISSOURI PRIMACY FEE	.17
FIRE HYDRANT SERVICE	3.39		

### FOR YOUR INFORMATION:

- It's time to get ready for winter! Before the cold weather hits, be sure to remove, drain and store your garden hoses. Also, turn off and drain all outside faucets. If your water meter is outside, check the meter well lid. Replace the lid if you notice a problem such as a crack or break.
- Are you tired of writing checks to pay your utility bills? Tired of buying stamps and worrying about your payment being lost in the mail or delivered on time? If so, Missouri-American Water would like to introduce you to our "SAFE 'N EASY" payment plan. Please call (314) 991-0333 for more information.

*pd 10/16/00*

PREVIOUS BALANCE	PAYMENTS/CREDITS	NEW CHARGES	NEW BALANCE
58.32	58.32	61.38	61.38

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

KEEP THIS PORTION FOR YOUR RECORD!

ADDRESS

BILLING PERIOD 07/13/01 - 10/11/01

DAYS 90

ACCOUNT NUMBER

BILL DATE 10/15/01

ALL IS DUE: 10/25/01

DATE BILL IS DELINQUENT

11/01/01

NEXT SCHEDULED READ DATE: 01/15/02

METER1  
WT READING: 89 A  
US READING: 58 A

USAGE SUMMARY

NEW USAGE: 31 (100 CU. FT.)  
AVERAGE DAILY USAGE: 258 GALS  
AVERAGE DAILY COST: .73

SEE BACK SIDE FOR DESCRIPTION OF CODES

TRANSACTION ACTIVITY	AMOUNT	TRANSACTION ACTIVITY	AMOUNT
ENT 08/09/01 - THANK YOU			3.15
R SERVICE-RATE A	56.25	SERVICE LINE FUND	3.00
YDRANT SERVICE	3.53		

YOUR INFORMATION:

Time to get ready for winter! Before the cold weather hits, be sure to remove, clean and store your garden hoses. Also, turn off and close all outside faucets. If your water meter is outside, check the meter well lid. Replace the lid if you notice a problem such as a leak or break.

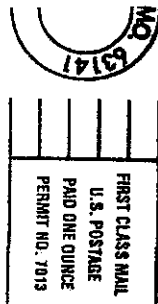
Tired of writing checks to pay your utility bills? Tired of buying stamps and worrying about your payment being lost in the mail or delivered on time? If so, Missouri-American Water would like to introduce you to our "SAFE 'N EASY" payment plan. Please call (314) 991-0333 for more information.

PREVIOUS BALANCE 64.99	PAYMENTS/CREDITS 64.99	NEW CHARGES 65.97	NEW BALANCE 65.97
---------------------------	---------------------------	----------------------	----------------------

REVERSE SIDE FOR IMPORTANT INFORMATION

KEEP THIS PORTION FOR YOUR RECORDS

FIRST CLASS





**Customer Account Information**

For Service To: Delores Mcmillan

Account Number: [REDACTED]

Premise Number: [REDACTED]

**Billing Period & Meter Information**

Billing Date: Oct 16, 2002

Billing Period: Jul 15 to Oct 11 (88 days)

Next reading on/about: Jan 15, 2003

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number [REDACTED] is a 5/8-inch meter

Present-actual

Last-actual

100 CF used

1 cu. ft. equals 7.50 gallons

Gallons used

**Billing Summary**

Prior Balance

Balance from last bill

Payments as of Oct 16, 2002. Thanks!

Total prior balance, Oct 16, 2002

Current Water Charges

Minimum Charge

Usage Chrg (\$1.525300 x 33.00)

Total water charges, Oct 16, 2002

Other Current Charges

Fire Hydrant Service

Service Line Protection Charge

Total other charges, Oct 16, 2002

Taxes

Gross Receipts Tax

Total taxes, Oct 16, 2002

TOTAL AMOUNT DUE

\$64.37

-64.00

.37

9.01

50.33

59.34

3.53

3.00

6.53

3.31

3.31

\$69.55

pd by  
check

# 5782

5782

**Messages from Missouri-American Water Company**

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

The due date pertains to current charges only. Any past due balance should be paid immediately.

\* Sign up for American Water's automatic payment plan. Through electronic transfer, you can take advantage of this convenient way to pay your bill automatically on the day it's due. No more checks, stamps, or late bills! Call the 24-hour Customer Service Center to request an application. You will need your Account Number when you call. Just press 1 for the option to hear about Account and Billing Information, then choose the option to request an application for automatic payment. Fill out the form and mail it back to us. It's that easy!

Customer Service: 1-866-430-0820 (24 Hours)

Emergency: 314-991-3404 (24 Hours)

Visit us on the INTERNET at [www.mawco.com](http://www.mawco.com)

**Account Information**To: **John McMillan**

Number

Number

**Billing Summary**

Phone

Balance from last bill

Payments as of Jul 17, 2003. Thanks!

Total prior balance, Jul 17, 2003

Current Water Charges

Customer Charge

Usage Chrg (\$1.525300 x 32.00)

Total water charges, Jul 17, 2003

Other Current Charges

Fire Hydrant Service

Service Line Protection Charge

Total other charges, Jul 17, 2003

Taxes

Gross Receipts Tax

Total taxes, Jul 17, 2003

TOTAL AMOUNT DUE

\$59.55

-59.55

.00

9.01

48.81

57.82

3.47

3.00

6.47

3.22

3.22

\$67.51

**Billing Period & Meter Information**

Billing Date: Jul 17, 2003

Billing Period: Apr 14 to Jul 15 (92 days)

Next reading on/about: Oct 13, 2003

Rate Type: Residential

Meter readings in current billing period:

Meter Number is a 5/8-inch meter

Present-actual

Last-actual

100 CF used

1 cu. ft. equals 7.50 gallons

Gallons used

290

290

32

2000

**Messages from Missouri American Water**

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

Customer Service and Emergencies: 1-866-430-0820 (24 Hours)

Visit us on the INTERNET at: [www.mawc.com](http://www.mawc.com)

For Service To: Delores M. [REDACTED]

Account Number: [REDACTED]

Premise Number: [REDACTED]

### Billing Period & Meter Information

Billing Date: Oct 14, 2004

Billing Period: Jul 14 to Oct 12 (90 days)

Next reading on/about: Jan 14, 2005

Rate Type: Residential

### Meter readings in current billing period:

Meter Number [REDACTED] is a 5/8-inch meter.

Present-actual 442

Last-actual

100 CF used

1 cu. ft. equals 7.50 gallons

Gallons used 750

Previous Balance Utility Charges

Balance from last bill

Payments as of Oct 14, 2004. Thanks!

Total prior balance, Oct 14, 2004

Current Water Charges

Customer Charge

Usage Chrg (\$1.525300 x 31.00)

Total water charges, Oct 14, 2004

Other Current Charges

Fire Hydrant Service

Service Line Protection Charge

Total other charges, Oct 14, 2004

Taxes

Gross Receipts Tax

Total taxes, Oct 14, 2004

TOTAL AMOUNT DUE

\$64.39

-64.39

.00

9.01

47.28

56.29

3.33

3.00

6.33

3.14

3.14

\$65.76

### Messages from Missouri American Water

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

\* WATER TURN OFF VIA THE WEB! Residential customers can now schedule a water turn off thru the Missouri American website. Go to [www.mawc.com](http://www.mawc.com), click on Customer Service, then Service Orders. You will need your account number and phone number to issue a service order. Please schedule at least 48 hours in advance.

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.

Customer Service and Emergencies: 1-866-430-0820 (24 Hours)

Visit us on the INTERNET at: [www.mawc.com](http://www.mawc.com)

**Customer Account Information**

For Service To: DELORES MCMILLAN

Account Number: [REDACTED]

Premise Number: [REDACTED]

**Billing Period & Meter Information**

Billing Date: Oct 14, 2005

Billing Period: Jul 14 to Oct 12 (90 days)

Next reading on/about: Jan 17, 2006

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number [REDACTED] is a 5/8-inch meter

Present-actual

Last-actual

100 CF used

1 cu. ft. equals 7.50 gallons

Gallons used

**Billing Summary**

----- Prior Balance -----

Previous Balance Utility Charges

Balance from last bill

Payments as of Oct 14, 2005. Thanks!

Total prior balance, Oct 14, 2005

----- Current Water Charges -----

Customer Charge

Usage Chrg (\$1.525300 x 38.00)

Total water charges, Oct 14, 2005

----- Other Current Charges -----

Fire Hydrant Service

Service Line Protection Charge

Total other charges, Oct 14, 2005

----- Taxes -----

Gross Receipts Tax

Total taxes, Oct 14, 2005

----- TOTAL AMOUNT DUE -----

\$77.03

\$77.03

-77.03

.00

9.01

57.96

66.97

3.36

3.00

6.36

3.70

3.70

\$77.03

10/31/05  
pp 18.00  
money order

For Service To: DELORES MCMILLAN

Account Number: [REDACTED]

Premise Number: [REDACTED]

**Billing Period & Meter Information**

Billing Date: Jan 19, 2006

Billing Period: Oct 12 to Jan 17 (97 days)

Next reading on/about: Apr 18, 2006

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number [REDACTED] is a 5/8-inch meter

Present-actual

Last-actual

100 CF used

1 cu. ft. equals 7.50 gallons

Gallons used

**Prior Balance**

Previous Balance Utility Charges

Balance from last bill

Payments as of Jan 19, 2006: Thanks!

Total prior balance, Jan 19, 2006

**Current Water Charges**

Customer Charge

Usage Chrg (\$1.525300 x 35.00)

Total water charges, Jan 19, 2006

**Other Current Charges**

Fire Hydrant Service

Primacy (St Louis) < 1" Jan

Service Line Protection Charge

Total other charges, Jan 19, 2006

**Taxes**

Gross Receipts Tax

Total taxes, Jan 19, 2006

**TOTAL AMOUNT DUE**

\$77.03

\$77.03

-78.00

-.97

9.01

53.39

62.40

3.36

.66

3.00

7.02

3.46

3.46

\$71.91

**Messages from Missouri American Water**

Local Office Hours 8:00AM - 5:00PM Monday - Friday.

\* Customers may use their credit card, debit card or pay by electronic check by calling toll free: 1-866-271-5522.

Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply. Local payment centers cannot accept Credit/Debit card payments at this time.

\* Starting on July 7, 2005, Missouri American Water customers will be able to pay their water bills at any Schnucks location in Missouri (except Columbia and Cape Girardeau). Schnucks will collect a \$1.00 convenience charge with the payments.

Customer Service and Emergencies: 1-866-430-0820 (24 Hours)

Visit us on the INTERNET at: [www.mawc.com](http://www.mawc.com)

