

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the Matter of Missouri-American Water Company's)	
Request for Authority to Implement a General Rate)	<u>Case No. WR-2008-0311</u>
Increase for Water and Sewer Service Provided in)	
Missouri Service Areas)	

ORDER GRANTING MOTION
TO MODIFY NOTICE PROVISIONS

Issue Date July 2, 2008

Effective Date: July 2, 2008

On March 31, 2008, Missouri-American Water Company submitted to the Missouri Public Service Commission certain tariff sheets proposing to implement a general rate increase for water and sewer service. Thereupon, the Commission suspended the tariff sheets and directed Missouri-American to notify affected customers of local public, evidentiary and true-up hearings. In notifying its customers, the Commission required Missouri-American to send notice at least 10, but not more than 45 days, prior to the relevant hearing. The Commission also set out the specific content of the notice.

In response to the Commission's order, Missouri-American filed a motion requesting that it be allowed to send one notice with information about all of the hearings, rather than sending separate notices. Missouri-American also requests that the notice not include references to both sewer and water where the customer receiving the notice does not get both services from the company.

In support of its motion, Missouri-American explains that sending one notice rather than three would save the company \$174,344.95. With regard to changing the content of the notice, Missouri-American points out: 1) that of its 457,000 customers only 1,000 are

sewer customers; 2) that there is little if any overlap between the two; and 3) that including information about both water and sewer service on the notice caused confusion in the company's last rate case. No party has responded to Missouri-American's request.

If the motion is granted, Missouri-American proposed to use the following procedure:

St. Louis County District (customers billed quarterly) – Direct mail a full calendar of hearings to customers on a 6" x 9" postcard, 10 to 45 days in advance of the St. Louis County public hearings. The consolidated notice would show the St. Louis County public hearings information and the evidentiary and true-up information.

All other locations (customers billed monthly) – Include a 7" x 7" bill insert. The bill insert would show the public hearing date in (or closest to) the customer's community, plus the evidentiary and true-up hearing information.

The MAWC web site address would also be added to the notice. A full schedule of the hearings would be available by utilizing a link provided on the Company's home page.

The Commission has reviewed Missouri-American's motion and finding it reasonable will grant the requested relief.

IT IS ORDERED THAT:

1. Missouri-American Water Company's Motion to Modify Notice Provisions is granted.
2. This order shall become effective on July 2, 2008.

(S E A L)

BY THE COMMISSION



Colleen M. Dale
Secretary

Kennard L. Jones, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 2nd day of July, 2008.