

**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     ) **File No. WR-2011-0337, et al.**  
Increase for Water and Sewer Service Provided in     )  
Missouri Service Areas                                     )

**ORDER DIRECTING FILING**

Issue Date: December 19, 2011

Effective Date: December 19, 2011

On December 19, 2011, the Commission's Staff filed a status report concerning its processing of customer comment cards. The Commission will set a deadline for responses.

**THE COMMISSION ORDERS THAT:**

1. No later than December 30, 2011, Missouri-American Water Company shall respond, at minimum, to paragraphs 3 through 13 of Staff's Status Report.
2. No later than December 30, 2011, the Office of the Public Counsel shall respond, at minimum, to paragraph 9 of Staff's Status Report.
3. Any other party wishing to file a response to Staff's Status Report shall do so no later than December 30, 2011.
4. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Harold Stearley, Deputy Chief Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 19<sup>th</sup> day of December, 2011.