

**From:** Jerry Swinehart [<mailto:swinehartgl@gmail.com>]

**Sent:** Thursday, January 09, 2014 1:41 PM

**To:** [opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov); Moore, Amy; GCO/Chief Staff Counsel - Service; Jerry Swinehart

**Subject:** Time Extension for File No. WC-2014-0138 & WC-2014-0150

Reference: "Order Directing Filing" dated January 3, 2014, post marked January 7, 2014 and received today **January 9, 2014.**

According to the order a response must be made no later than **January 9, 2014.**

I am glad to see the Missouri Public Service Commission reviewing all 27 complaints; received to date.

I want to make sure all issues of my complaint (WC-2014-0150) are addressed and do not get consolidated (lost) into one water billing issue.

The high waste water service charge granted Missouri American Water and quick rate increase agreement made buy the MPSC needs a reply. This is effecting hundreds of homes in Stonebridge Village.

The rate increase was approved in only 2 months yet the MPSC is needing 7 months to review 27 billing issues.

I have been receiving numerous correspondence for our complaints, keeping me informed, but none received regarding the rushed through rate increase.