

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Teresa Jones,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. WC-2019-0028
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

AFFIDAVIT

STATE OF MISSOURI)
) ss
COUNTY OF ST. LOUIS)

Before me, the undersigned authority, appeared Tim Luft, who deposed and stated:

1. My name is Tim Luft. I am employed by Missouri-American Water Company ("MAWC") as Vice President-Legal.
2. This Affidavit is being submitted in response to and to demonstrate compliance with the Missouri Public Service Commission's *Order Adopting Staff's Finding and Recommendations*, effective December 28, 2018 (the "Order").
3. MAWC has performed the recommendations as set forth in the Order and described below.
4. MAWC has provided information to all Customer Service Representatives which reviews the disconnection timeline and notification requirements in conformity to Commission Rule 4 CSR 240-13.050(3) (the "Regulation") and MAWC Tariff, P.S.C. MO No. 13, Sheet No. R. 25, Rule 10(G) (the "Tariff"). See Attachment 1.
5. MAWC has implemented new programming updates to its customer information system relating to the notification restart process in conformity to the Regulation and Tariff

requirements. Specifically, the following customer information systems program updates were completed:

a. A new rule in programming was implemented on June 4, 2018 to ensure that if a customer is on an installment plan for any length of time, once the installment plan is in place, the system will generate and send to the customer a new disconnection notice on the next business day via U.S. mail.

b. A new rule in programming was implemented on November 4, 2018 to ensure that if an account is placed on a dunning lock (account hold) for a period of greater than five days, the system will generate and send to the customer a new disconnection notice on the next business day via U.S. mail. The period of five days is used in order to accommodate the requirements under the Fair Debt Collection Practices Act.

6. MAWC has performed the corrections and completed the requirements as set forth in the Order.

Tim Hoff

Subscribed and sworn to before me this 25th day of February, 2019.

Mary Beth Hercules
Notary Public

My Commission Expires: April 26, 2020.

