

Notice of Requested Rate Change & Hearings Request for Public Comment

Missouri-American Water Company

If you would like to comment publicly on Missouri-American Water's rate request that was filed with the Missouri Public Service Commission (PSC) in June 2011, you may do so:

In person: Provide sworn testimony at a local public hearing. A schedule listing dates, times and locations for all local public hearings is listed below.*

By Contacting the PSC's Consumer Services: Toll-free hotline from inside Missouri at 1-800-392-4211, if outside Missouri call 573-751-3234, by email at pscinfo@psc.mo.gov, or by mail at PO Box 360, Jefferson City, MO 65102.

By Contacting the Office of the Public Counsel: Toll-free at 866-922-2959, by email at mopco@ded.mo.gov, or by mail at PO Box 2230, Jefferson City, MO 65102.

Electronically: Submit a comment to the Public Service Commission through the Internet by the PSC's Electronic Filing and Information System (also called "EFIS") at <https://www.efis.psc.mo.gov/mpsc/DocketSheet.html> (please reference File No. WR-2011-0337.) Comments can be viewed by the public. Do not include any information in a public comment that you do not wish to be made public.

* The local public hearing will be held in a building that meets accessibility standards required by the Americans with Disabilities Act. Any person needing additional accommodations to participate in these hearings may call the PSC hotline at 1-800-392-4211 or Relay Missouri at 711 prior to the meeting.

Wednesday, Dec 14, 2011, 11:30 a.m.
Branson City Hall, City Council Chambers
110 W. Maddux Street
Branson, MO 65616

Wednesday, Dec 14, 2011, 5:30 p.m.
Cornell Auditorium in the
Missouri Southern State University
Robert W. Plaster Free Enterprise Center
3950 E. Newman Road
Joplin, MO 64801

Thursday, Dec 15, 2011, 11:30 a.m.
Warsaw Community Building (City Hall),
Harbor Room
181 W. Harrison Street
Warsaw, MO 65355

Thursday, Dec 15, 2011, 5:30 p.m.
Municipal Building, City Council Chambers
200 S. Osage Street
Sedalia, MO 65301

Thursday, Jan 5, 2012, 11:30 a.m.
City Council Chambers
2950 NW Vivion Road
Riverside, MO 64150

Thursday, Jan 5, 2012, 5:30 p.m.
Leah Spratt Hall, Room 201,
Missouri Western State University
4525 Downs Drive
St. Joseph, MO 64507

Monday, Jan 9, 2012, 11:30 a.m.
St. Louis County Library,
Thornhill Branch Auditorium
12863 Willowycy Drive
St. Louis, MO 63146

Monday, Jan 9, 2012, 5:30 p.m.
University of Missouri - St. Louis, North
Campus, JC Penney Building Conference
Center, Summit Room
One University Boulevard
St. Louis, MO 63121

Thursday, Jan 12, 2012, 11:30 a.m.
Courthouse, Community Room
101 N. Jefferson Street
Mexico, MO 65265

Thursday, Jan 12, 2012, 5:30 p.m.
Public Service Commission's Office, Room 310
200 Madison Street
Jefferson City, MO 65102

Tuesday, Jan 17, 2012, 5:30 p.m.
Knights of Columbus Hall
124 E. Broadway
Brunswick, MO 65236

Customer Comment Card (Please return by January 6, 2012)
Missouri-American Water Company (MAWC) Rate Request
Case # WR-2011-0337

• This is NOT a vote for approval of the rates. • Please DO NOT submit payment with this card

Name: _____ **Are you a current MAWC customer? Yes** **No**

Street Address: _____

City: _____ **Zip Code:** _____

Phone: _____ **Email:** _____

Please provide any comments you would like to express regarding Missouri American Water's service quality or billing issues below:

Additional Water and Wastewater Service Comment Survey

	Strongly Agree	Agree	Disagree
1. Missouri American Water provides you with reliable service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The bill you receive from Missouri American Water is accurate and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The tap water delivered to you by Missouri American Water is of high quality. (for water customers only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you marked "disagree" for any of the statements, please provide detailed information and examples below:

Please include written comments only. Please do not include bill payments or information that you do not wish to make public, such as customer account number, etc.