

KANAWHA COUNTY COMMISSION

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Henry C. Shores
Commissioner

W. Kent Carper
Commissioner

David J. "Dave" Hardy
Commissioner

June 27, 2011

VIA FAX (304) 340-0325
HARD COPY TO FOLLOW

Leslie Anderson, Esq.
Public Service Commission of West Virginia
201 Brooks Street
Charleston, WV 25301

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11 JUN 27 PM 3:56
W VA PUBLIC SERVICE
COMMISSION
SECRETARY'S OFFICE

Re: General Investigation
*Utility Workers Union of America, AFL-
CIO, and UWUA Local 537 vs. West
Virginia-America Water Company, Case No.
11-0740-W-C.*

Dear Ms. Anderson:

I write this letter in my individual capacity as a County Commissioner to express my grave concern regarding the West Virginia-American Water Company's recent announcement to lay off roughly ten percent (10%) of its workforce. West Virginia-American provides water service to the residents and businesses of Kanawha County. The ability of the Company and its workforce to deliver safe, reliable, and high-quality water services to its customers is essential to both their physical and economic well-being.

I applaud the action of the West Virginia Public Service Commission to halt this action and to conduct a general investigation to thoroughly review the facts and circumstances surrounding their conduct.

If implemented, the Company's action would certainly jeopardize the providing of such services. I therefore support fully the Commission's decision to require that all of the Company's employees remain on the job while an investigation of the potential impacts is conducted, and I am confident that the PSC will conduct a thorough investigation of the matters at issue. The magnitude of the matters at stake demands nothing less.



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I am extremely concerned that the Company's decision to layoff thirty-one (31) West Virginian workers represents an unquestionable retaliatory response to this Commission's refusal to grant all or most of the Company's recently-requested rate increase. Indeed, it appears that the Company's parent, American Water Works, which receives large dividend payments from West Virginia-American, has threatened to respond to the Commission's decision by withdrawing all capital investment from the state. The state's largest water utility should not place its own profits (which appear to be substantial) above its statutory obligations to its customers and our citizens.

I applaud the PSC's strong statement that safe and reliable water service is of paramount importance. It is my hope that an investigation into West Virginia-American Water's staffing and service will be an important step in ensuring that residents of Kanawha County and of West Virginia as a whole receive safe and reliable water.

I appreciate the opportunity to comment on the issues in this proceeding, and ask that this letter be placed in the Commission's official record for this case.

Sincerely,



W. Kent Carper
President

WKC:lmk

cc: Byron L. Harris, Director, Consumer Advocate Division, Public Service Commission

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