

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

Natasha Jones,	)	
	)	
Complainant	)	
	)	
v.	)	File No. WC-2018-0110
	)	
Missouri-American Water Company,	)	
P.O. Box 790247	)	
St. Louis, MO 63179-0247	)	
	)	
CERTIFIED MAIL	)	
	)	
Respondent.	)	

**NOTICE OF CONTESTED CASE AND ORDER**

Issue Date: October 27, 2017

Effective Date: October 27, 2017

On October 27, 2017, the complainant filed the complaint, a copy of which is attached. The filing of a complaint requires the Commission to set a hearing.<sup>1</sup> The requirement of a hearing on such issues signifies a contested case.<sup>2</sup> A contested case is a formal hearing procedure, but it allows for waiver of procedural formalities and a decision without a hearing, including by stipulation and agreement.<sup>3</sup> The Commission’s provisions for discovery are at 4 CSR 240-2.090.

Also, as an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the

---

<sup>1</sup> Section 386.390.5, RSMo 2016.

<sup>2</sup> Section 536.010(4), RSMo 2016.

<sup>3</sup> Section 536.060, RSMo 2016; 4 CSR 240-2.115.

parties in exploring opportunities for settlement. Upon a request for mediation, the Commission may suspend the schedule set forth in this order.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall serve a copy of this notice and order, and a copy of the complaint, upon the respondent by certified mail, postage prepaid.
2. The respondent shall file an answer no later than November 27, 2017.
3. Staff shall file a report on the complaint no later than December 11, 2017.
4. This order shall be effective when issued.

**BY THE COMMISSION**



A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style.

Morris L. Woodruff  
Secretary

Daniel Jordan, Senior Regulatory Law Judge,  
by delegation of authority pursuant  
to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 27<sup>th</sup> day of October, 2017.



**Commissioners**

**DANIEL Y. HALL**  
Chairman

**STEPHEN M. STOLL**

**WILLIAM P. KENNEY**

**SCOTT T. RUPP**

**MAIDA J. COLEMAN**

***Missouri Public Service Commission***

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

**SHELLEY BRUEGGEMANN**  
General Counsel

**MORRIS WOODRUFF**  
Secretary

**LOYD WILSON**  
Director of Administration

**NATELLE DIETRICH**  
Staff Director

**Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

**Morris L. Woodruff**  
Secretary

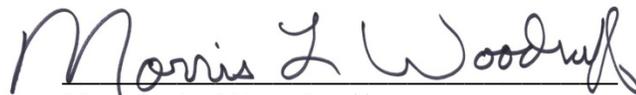
**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

**WITNESS** my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 27<sup>th</sup> day of October 2017.



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**October 27, 2017**

**File/Case No. WC-2018-0110**

**Missouri Public Service  
Commission**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel**

Hampton Williams  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opcservice@ded.mo.gov

**Missouri-American Water  
Company**

Legal Department  
727 Craig Road  
St. Louis, MO 63141

**Natasha Jones**

Natasha Jones  
8355 Pepperidge Dr.  
St. Louis, MO 63134  
natashafinnab34@gmail.com

**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

---

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.