

A:

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Lorraine Keeven,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. WC-2000-479</u>
	)	
St. Louis County Water Co.,	)	
	)	
Respondent.	)	

NOTICE OF COMPLAINT

Legal Department
St. Louis County Water Co.
535 North New Ballas Road
St. Louis, Missouri 63141
CERTIFIED MAIL

On February 7, 2000, Lorraine Keeven (Complainant) filed a complaint with the Missouri Public Service Commission (Commission) against St. Louis County Water Co. (Respondent), a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, the Respondent shall have 30 days from the date of this notice to file an answer or to file notification that the nature of the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,
on this 8th day of February, 2000.

Copy to: Lorraine Keeven
General Counsel, Missouri Public Service Commission

Hopkins, Senior Regulatory Law Judge