

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
JEFFERSON CITY  
February 9, 2001**

**CASE NO: MC-2000-541**

**Office of the Public Counsel**  
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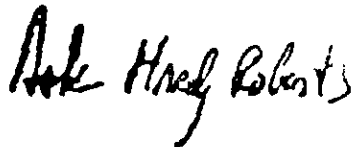
**Doyle W. Murr**  
C/O Rightway Homes  
P. O. Box 185  
Salem, MO 65560  
**Jim Levin, Director**  
Center For Dispute Resolution  
206 Hulston Hall  
Columbia, MO 65211

**General Counsel**  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102

**Carnahan, Hickle & Calvert**  
P. O. Box 698  
Rolla, MO 65402

**Enclosed find certified copy of an ORDER in the above-numbered case(s).**

Sincerely,



**Dale Hardy Roberts**  
**Secretary/Chief Regulatory Law Judge**

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

Director of the Division of Manufactured  
Homes, Recreational Vehicles and Modular  
Units of the Public Service Commission,

Complainant,

v.

Rightway Homes,

Respondent.

Case No. MC-2000-541

**ORDER ESTABLISHING PREHEARING CONFERENCE**  
**AND ORDER DIRECTING FILING OF PROCEDURAL SCHEDULE**

On March 6, 2000, the Director of the Division of Manufactured Homes, Recreational Vehicles and Modular Units of the Missouri Public Service Commission (Director) filed a complaint with the Missouri Public Service Commission (Commission) against Rightway Homes (Rightway), alleging that Rightway failed to arrange for the proper initial setup of a manufactured home.

On March 30, 2000, the Commission ordered the proceeding stayed while the parties entered into mediation. On January 9, 2001, the Commission ordered the Director and Rightway to file, no later than February 8, 2001, a joint report on the status of this case.

Director filed his case status report on February 8, 2001. Rightway, according to the Director, had given the Director permission to include the information presented as Attachment A. Attachment A is a letter from Rightway which stated that

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the customer who began this process...has let the bank repossess the [manufactured] home. The factory that built the [manufactured] home was in the process of sending us the information and materials to complete the work required...when it shut down. We are now working with another Fleetwood Plant to secure the parts and specifications to complete the required repairs on the [manufactured] home. We intend to complete the repairs...as soon as all required specifications and parts are received.

The Director stated he believed the most efficient way to resolve this matter was to set a prehearing conference.

The Commission will schedule a prehearing conference to afford the parties the opportunity to discuss, define, and possibly resolve the issues presented. The Commission will also set a date for the filing of a proposed procedural schedule to ensure that this case progresses.

**IT IS THEREFORE ORDERED:**

1. That a prehearing conference shall be held on Thursday, March 15, 2001, beginning at 10:00 A.M.

2. The prehearing conference shall be held in Room 305, located in the office of the Missouri Public Service Commission in Jefferson City, Missouri, on the main floor of the Governor Office Building, 200 Madison Street. The Governor Office Building meets the accessibility standards required by the Americans with Disabilities Act. If any person needs additional accommodations to participate in the prehearing conference, please call the Missouri Public Service Commission's Hotline at 1-800-392-4211 (voice) or 1-800-829-7541 (TDD) prior to the hearing.

3. That a procedural schedule shall be filed no later than March 29, 2001.

4. That this order shall become effective on February 19, 2001.

**BY THE COMMISSION**

A handwritten signature in black ink, reading "Dale Hardy Roberts". The signature is written in a cursive, slightly slanted style.

**Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge**

(S E A L)

Bill Hopkins, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 9th day of February, 2001.

**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 9<sup>th</sup> day of February 2001.

*Dale Hardy Roberts*

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**Dale Hardy Roberts**  
**Secretary/Chief Regulatory Law Judge**

