

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

In the Matter of Missouri-American Water)	
Company's Tariff Sheets Designed to Implement)	Case No. WR-2000-281
General Rate Increases for Water and Sewer)	Tariff No. 200000366
Service Provided to Customers in the Missouri)	Tariff No. 200000367
Service Area of the Company.)	

ORDER DIRECTING FILING

On July 7, 2000, the Office of the Public Counsel (Public Counsel) moved for the establishment of a separate case in which to investigate the quality of the water delivered by Missouri-American Water Company (MAWC) in its St. Joseph, Missouri, service area. Public Counsel cites numerous consumer complaints, some offered at the local public hearing held in St. Joseph in this case on May 31, 2000, and others evidently communicated to Public Counsel by letters and telephone calls. Public Counsel reminds the Commission that a similar inquiry was conducted in Case No. WO-98-203 respecting the water quality in MAWC's Warrensburg service area.

On July 17, 2000, MAWC responded to Public Counsel's motion, and states that it is in favor of the motion because it "would like to take the opportunity to directly address . . . the concerns and misconceptions that have developed since the new St. Joseph treatment plant was brought on line." MAWC then details the various measures it has taken to correct the specific concerns listed by Public Counsel in its motion.

The Commission has considered Public Counsel's motion and MAWC's response. The Commission has determined that it would be helpful, in resolving Public Counsel's motion, for the Staff of the Missouri Public Service Commission (Staff) to provide a response to both Public Counsel's

motion and MAWC's response. At the same time, Staff shall report the resolution of each consumer complaint that it was expressly requested to address at any of the five local public hearings held in this case.

IT IS THEREFORE ORDERED:

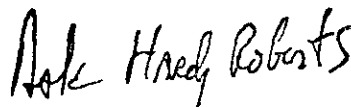
1. That the Staff of the Missouri Public Service Commission shall respond to the motion filed by the Office of the Public Counsel on July 7, 2000, and the response thereto filed by Missouri-American Water Company on July 17, 2000, on or before 1:30 p.m. on August 2, 2000. In its response, Staff shall state whether or not an investigation as requested by the Public Counsel is necessary, or would be useful, and, if so, how it ought to be conducted.

2. That, in the response referred to in Ordered Paragraph 1, above, the Staff shall state with particularity the resolution of each consumer complaint, made at a local public hearing in this case, which it was expressly directed to investigate and resolve.

3. That this order shall be effective on July 28, 2000.

BY THE COMMISSION

(S E A L)



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

Kevin A. Thompson, Deputy Chief
Regulatory Law Judge, by delegation
of authority pursuant to
Section 386.240, RSMo 1994.

Dated at Jefferson City, Missouri,
on this 18th day of July, 2000.