

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

The Residents of Vanloo Estates,)	
)	
Complainants,)	
)	
v.)	<u>Case No. SC-2009-0024</u>
)	
Aqua Missouri, Inc.,)	
)	
Respondent.)	

NOTICE OF COMPLAINT AND
ORDER DIRECTING STAFF INVESTIGATION

Issue Date: July 21, 2008

Effective Date: July 21, 2008

Aqua Missouri, Inc.
P.O. Box 7017
Jefferson City, Missouri 65102
CERTIFIED MAIL

On July 14, 2008, the residents of Vanloo Estates, Jefferson City, Missouri,¹ filed a complaint with the Missouri Public Service Commission against Aqua Missouri, Inc., a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, Aqua Missouri 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 Complainants are willing to submit to voluntary

¹ The residents are identified on the signature pages attached to the complaint.

mediation. If the Complainants agree 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 Complainants decline the opportunity to seek mediation, Aqua Missouri 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
Post Office Box 360
Jefferson City, Missouri 65102-0360

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

Under Commission rule 4 CSR 240-2.070(10), after a formal complaint has been filed the Commission may request an analysis by its Staff for the reasons underlying the complaint. The Staff must then file its findings with the Commission and serve copies on the other parties.

The Commission views its Staff as an unbiased third party in this complaint case and will direct the Staff to investigate the contested issues set out in the pleadings and to file a report of its findings with the Commission. Staff also has the discretion to report its findings as to any other contested issue in this case, which issue may appear during its investigation.

IT IS ORDERED THAT:

1. Aqua Missouri, Inc., shall file a response to this complaint no later than August 20, 2008.
2. The Staff of the Commission shall file a report of its investigation in this matter no later than September 4, 2008.
3. This order shall become effective on July 21, 2008.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a faint rectangular stamp.

Colleen M. Dale
Secretary

(S E A L)

Nancy Dippell, Deputy Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 21st day of July, 2008.