

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.)	

ORDER DIRECTING RESPONSE TO REQUEST FOR MEDIATION

Issue Date: August 20, 2008

Effective Date: August 20, 2008

On July 24, 2008, the residents of Vanloo Estates filed a complaint against Aqua Missouri, Inc.. On July 21, 2008, the Commission issued notice of the complaint and directed its Staff to conduct an investigation. Aqua Missouri filed a request for mediation on August 19, 2008. Before proceeding further, the Commission will direct the residents of Vanloo Estates to indicate whether they are willing to enter into mediation regarding their complaint.

IT IS ORDERED THAT:

1. No later than September 2, 2008, the residents of Vanloo Estates shall file a response to Aqua Missouri, Inc.'s request for mediation, indicating whether they are willing to enter into mediation.
2. The time allowed for Aqua Missouri, Inc., to file an answer to this complaint is tolled until the residents of Vanloo Estates have responded to the offer to mediate.

3. The Commission Staff investigation in this matter is also suspended until further order of the Commission.

4. This order shall become effective upon issuance.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

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 20th day of August, 2008.