

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Timothy and Diane Grady,)	
)	
Complainants,)	
)	
v.)	File No. SC-2015-0139
)	
Missouri American Water Company,)	
)	
Respondent.)	

ORDER SETTING TIME FOR FILING RESPONSE

Issue Date: January 21, 2015

Effective Date: January 21, 2015

The Commission has determined¹ to process the complaint² under the procedure for a small formal complaint³ because Staff alleged that the complainants are customers of Missouri American Water Company (“MAWC”) and that the complaint involves \$298.45.⁴ Those allegations describe a small formal complaint.⁵ *Staff’s Motion to Change Status*⁶ (“motion”) asks the Commission to decide the complaint without the small formal complaint provisions.

Before the Commission rules on the motion, the Commission will consider any response from Timothy and Diane Grady, from MAWC, and the Office of the Public

¹ Electronic Filing and Information System (“EFIS”) No. 7, *Orders for a Small Formal Complaint, Denying Dismissal, and Directing Filing of Procedural Schedule*, January 21, 2015, page 3, ordered paragraph 1.

² EFIS No. 1, *Complaint*, December 1, 2014.

³ Small formal complaint procedure is set forth at the Commission’s regulation 4 CSR 240-2.070(15).

⁴ EFIS No. 6, *Staff Recommendation*, Staff Report of Investigation, January 14, 2015, page 3 of 3.

⁵ A small formal complaint is “a formal complaint regarding any dispute involving less than three thousand dollars (\$3,000). 4 CSR 240-2.070(15).

⁶ EFIS No. 8, January 21, 2015.

Counsel.⁷ A proposed procedural schedule is due on January 29, 2015,⁸ and the Commission intends to rule on the parties' scheduling proposal expeditiously. If the Commission grants the motion, the Commission will consider modifications to the procedural schedule.

Therefore, the Commission will set the date for filing a response⁹ to the motion as follows.

THE COMMISSION ORDERS THAT:

1. Any response to *Staff's Motion to Change Status* shall be filed no later than February 3, 2015.
2. This order shall be effective when issued.

BY THE COMMISSION



A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

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

Dated at Jefferson City, Missouri,
on this 21st day of January, 2015.

⁷ The Office of the Public Counsel has elected to enter no appearance so far, but the Public Counsel is nevertheless a party to this action. 4 CSR 240-2.010(1).

⁸ EFIS No. 7, *Orders for a Small Formal Complaint, Denying Dismissal, and Directing Filing of Procedural Schedule*, January 21, 2015, page 3 ordered paragraph 3.

⁹ 4 CSR 240-2.080(13) and 4 CSR 240-2.050(3)(A).