

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 FILING

Issue Date: November 7, 2008

Effective Date: November 7, 2008

The residents of Vanloo Estates have a pending complaint against Aqua Missouri, Inc. Aqua Missouri requested mediation, to which the residents agreed. The Commission appointed a mediator and stayed the filing dates for Aqua Missouri's response to the complaint and the Staff of the Commission's investigation and report pending the outcome of mediation. On October 30, 2008, the mediator advised the Commission that mediation was concluded and that the case was referred back to the Regulatory Law Judge for conducting a contested case.

The Commission will direct Aqua Missouri to respond to the complaint and will direct its Staff to investigate and file a report.

THE COMMISSION ORDERS THAT:

1. No later than November 17, 2008, Aqua Missouri, Inc., shall file either its answer or a notice that the complaint has been satisfied.

2. The Staff of the Commission shall investigate the complaint and file its report no later than 20 days after Aqua Missouri, Inc.'s answer is filed.

3. 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 7th day of November, 2008.