

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,)	
Legal Department)	
727 Craig Road)	
St. Louis, Missouri 63141)	
)	
CERTIFIED MAIL)	
)	
Respondent.)	

NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILINGS

Issue Date: December 1, 2014

Effective Date: December 1, 2014

On December 1, 2014, the Commission received the complaint, a copy of which is attached. The filing of a complaint requires the Commission to set a hearing before making the decision.¹ The pre-decision hearing requirement signifies a contested case.² Contested case procedure includes discovery,³ and allows for waiver of procedural formalities and a decision without a hearing,⁴ including by stipulation and agreement.⁵

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in

¹ Section 386.390.5, RSMo 2000.

² Section 536.010(4), RSMo Supp. 2013.

³ 4 CSR 240-2.090.

⁴ Section 536.060, RSMo 2000.

⁵ 4 CSR 240-2.115.

exploring opportunities for settlement. Upon a request for mediation, the Commission may suspend the schedule set forth in this order.

The Commission's regulations provide the respondents with 30 days to file an answer,⁶ so the Commission will order an answer as follows.

THE COMMISSION ORDERS THAT:

1. Respondent shall file an answer to the complaint no later than December 31, 2014.
2. This order shall be effective when issued.

BY THE COMMISSION



A handwritten signature in cursive script 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 1st day of December, 2014.

⁶ 4 CSR 240-2.070(8).