

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

ROB LEE,

Complainant,

v.

MISSOURI AMERICAN

WATER COMPANY

P.O. Box 578

Alton, IL 62002

CERTIFIED MAIL

Respondent.

Case No. WC-2009-0277

**Notice of Complaint
and
Order Directing Filing**

Issue Date: January 28, 2009

Effective Date: January 28, 2009

On January 27, 2009, Rob Lee filed the complaint, a copy of which accompanies this Notice and Order. The Commission's rules of discovery are at 4 CSR 240-2.090. 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 exploring opportunities for settlement. A request for mediation may suspend the schedule set forth in this order.

THE COMMISSION ORDERS THAT:

1. Missouri American Water Company shall file an answer to the complaint no later than February 27, 2009.

2. This Commission's staff shall conduct an investigation as to the cause of the complaint and shall file a report of its findings no later than March 20, 2009.
3. This order shall become effective immediately 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)

Daniel Jordan, Regulatory Law Judge,
by delegation of authority under
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 28th day of January 2009.