

ROMAN DZURINSKIY,
Complainant,
v.
MISSOURI AMERICAN WATER COMPANY
Respondent.

NOTICE REGARDING SMALL COMPLAINT PROCEDURE

The Missouri Public Service Commission is setting forth the application of its small complaint regulation (“regulation”).¹

Mr. Dzurinskiy filed the complaint on January 19, 2010. On October 30, 2010, the regulation became effective. That effective date was more than ten months after the filing of the complaint, but the regulation governs this action because it is a procedural provision, which operates retrospectively.²

The regulation applies to any complaint “involving less than three thousand dollars [.]” Mr. Dzurinskiy alleges that he uses \$10 worth of water per year while Missouri American Water Company erroneously bills him \$50 per year.⁴ The \$40 per

⁴ Transcript, volume 2, page 71 line 17, through page 73 line 4.

year difference will not reach the \$3,000 ceiling for 75 years. Therefore, Mr. Dzurinskiy's complaint is within the regulation.

(S E A L)

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'S. Reed', is positioned above the printed name and title.

Steven C. Reed
Secretary

Dated at Jefferson City, Missouri,
on this 14th day of December, 2010.

Jordan, Regulatory Law Judge