

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

ALICE GEARY

Complainant,

v.

MISSOURI AMERICAN
WATER COMPANY

P.O. Box 578
Alton, IL 62002

CERTIFIED MAIL

Respondent.

Case No. WC-2009-0147

NOTICE OF COMPLAINT AND ORDER DIRECTING FILING

Issue Date: October 22, 2008

Effective Date: October 22, 2008

On October 21, 2008, Complainant 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 November 24, 2008.

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 December 15, 2008.
3. This order shall become effective immediately upon issuance.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 22nd day of October, 2008.

Jordan, Regulatory Law Judge