

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

MIKE and CAROL MEDLIN,)
)
 Complainant,)
)
 v.)
)
 RAYTOWN WATER COMPANY)
)
 9820 E. 63rd)
 Raytown, MO 64133)
 ATTN: In-House Attorney)
)
 CERTIFIED MAIL)
)
 Respondent.)

File No. WC-2010-0357

NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILINGS

Issue Date: June 11, 2010

Effective Date: June 11, 2010

The Missouri Public Service Commission is setting a deadline for the filings related to the attached complaint.

Because such filing triggers the right to a hearing,¹ the filing begins a “contested case.”² A contested case is a formal hearing procedure, but it allows for waiver of procedural formalities³ and a decision without a hearing,⁴ including by stipulation and agreement.⁵ Provisions governing discovery are at the Commission’s regulation 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

¹ Section 386.390.5, RSMo 2000.

² Section 536.010(4), RSMo Supp. 2008.

³ Sections 536.060(3) and 536.063(3), RSMo 2000.

⁴ Sections 536.060, RSMo 2000.

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

THE COMMISSION ORDERS THAT:

1. The respondent shall file an answer to the complaint no later than July 12, 2010.

2. The 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 July 26, 2010.

3. This order is effective immediately on issuance.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 11th day of June 2010.

Jordan, Regulatory Law Judge

⁵ 4 CSR 240-2.115.