

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

Utility Workers Union of America,  
Local 335,

Complainant,

v.

Missouri American Water Company,

Respondent.

**File No. WC-2011-0341**

**NOTICE OF COMPLAINT**

Issue Date: April 18, 2011

Missouri American Water Company  
727 Craig Road  
St. Louis, Missouri 63141

**CERTIFIED MAIL**

On April 14, 2011, the above-titled complaint was filed with the Missouri Public Service Commission, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation. If Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If Complainant declines the opportunity to seek mediation, Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainant at the address listed within the enclosed complaint. A copy of this notice has been provided to the Complainant.

The complaint is a contested case. As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 4 CSR 240-2. Because the complainant is not a regulated utility, the 60-day notice requirement established by Commission Rule 4 CSR 240-4.020(2) does not apply.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

(S E A L)

Dated at Jefferson City, Missouri,  
on this 18<sup>th</sup> day of April, 2011.

Pridgin, Senior Regulatory Law Judge

Copy to: Michael A. Evans, Esq.  
Hammond and Shinnars, P.C.  
7730 Carondelet Avenue, Suite 200  
St. Louis, Missouri 63105