

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

Andrew G. Smith,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. WC-2012-0189</u></b>
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

**ORDER DIRECTING FILING**

Issue Date: January 30, 2012

Effective Date: January 30, 2012

On December 20, 2012, the Missouri Public Service Commission ("Commission") issued an Order Giving Notice of Contested Case, Directing Answer and Directing Staff Investigation, requiring Missouri-American Water Company ("MAWC") to file an answer to the complaint filed against it by Andrew G. Smith or request mediation no later than January 19, 2012. MAWC filed a Request for Mediation on January 19, 2012. On January 20, 2012, the Commission issued an order requiring Andrew G. Smith to respond to the Request for Mediation no later than January 30, 2012. On January 30, 2012, Andrew G. Smith refused to accept mediation.

Since MAWC requested mediation, the 30-day time period for answering the complaint was tolled. However, Andrew G. Smith has declined the opportunity to seek mediation, so the Commission will set a new deadline for filing an answer or satisfying the complaint. There is no time remaining of the original 30-day time period for filing an answer, so MAWC will have an additional week to answer the complaint.

The Commission will also similarly revise the deadline for the Staff to investigate the complaint and file a report.

**THE COMMISSION ORDERS THAT:**

1. Missouri-American Water Company shall satisfy the complaint or file an answer no later than February 6, 2012.
2. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than February 13, 2012.
3. This order is effective immediately on issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Michael Bushmann, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri  
on this 30th day of January, 2012.