

Glen Jones,  
Complainant,  
v.  
Missouri American Water Company,  
Respondent

If the Complainant wishes to have representation during this proceeding and cannot afford an attorney, the Law School at St. Louis University may be contacted at 314-977-2778. Such representation will be at the sole discretion of the law school and the

arrangement between the law school and the Complainant is not governed by the Commission.

If the law school reviews this complaint and is willing to represent Complainant, an amended complainant may be filed. If an amended complaint is filed, Missouri-American will be allowed additional time to respond.

**THE COMMISSION ORDERS THAT:**

1. Missouri American Water Company shall file a response to this complaint no later than February 8, 2012.
2. This order shall become effective upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Kennard L. Jones, Senior Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 9th day of January, 2012.