

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

Robert Spicer,)	
)	
Complainant,)	
)	
vs.)	File No. WC-2017-0234
)	
Missouri-American Water Company,)	
)	
Respondent.)	

ORDER TO CEASE DISCONNECTION OR RESTORE SERVICE

Issue Date: March 13, 2017

Effective Date: March 13, 2017

The Missouri Public Service Commission is ordering Missouri-American Water Company ("MAWC") to halt the disconnection of Robert Spicer's account or, if disconnection has already occurred, to re-connect service pending the Commission's decision on the merits of this action.

On Friday, March 10, at 3:58 p.m., the Commission received Mr. Spicer's complaint. The complaint states that Mr. Spicer received a notice on Friday, March 10, 2017, from MAWC scheduling Mr. Spicer for disconnection on Monday, March 13, 2017. On Monday, March 13, 2017, the Commission assigned Mr. Spicer's complaint to the regulatory law judge whose signature appears below.

The complaint alleges that MAWC is discontinuing Mr. Spicer's service over a \$500 charge from September 2014. Failure to pay may support discontinuance of service under the Commission's regulations as follows:

Service may be discontinued for any of the following reasons:

(A) Nonpayment of an undisputed delinquent charge [. ¹]

Mr. Spicer's complaint puts the \$500 charge formally in dispute. Therefore, nonpayment of the delinquent charge does not support discontinuance of service, and the Commission will order MAWC to cease any disconnection of Mr. Spicer's service pending the Commission's decision on the merits of Mr. Spicer's complaint

THE COMMISSION ORDERS THAT:

1. Missouri-American Water Company is ordered to cease disconnection or, if disconnection has already occurred, to re-connect service as set forth in the body of this order.
2. This order is effective immediately upon issuance.

BY THE COMMISSION



A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Daniel Jordan, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 13th day of March, 2017.

¹ 4 CSR 240-13.050(1).

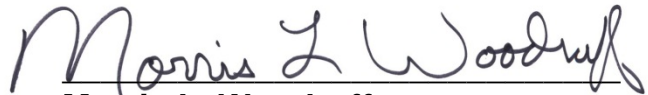
STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 13th day of March 2017.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 13, 2017

File/Case No. WC-2017-0234

**Missouri Public Service
Commission**

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**Missouri-American Water
Company**

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Robert Spicer

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.