

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

Rhonda Martin,

Complainant,

v.

Missouri-American Water Company,

Respondent.

File No. WC-2016-0079

STAFF REQUEST FOR CLARIFICATION ON STATUS OF COMPLAINT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and for its *Request for Clarification on Status of Complaint* states:

1. On September 30, 2015, Ms. Rhonda Martin filed her *Complaint* against Missouri-American Water Company (MAWC) in which the amount at issue is \$2,000.

2. On October 2, 2015, the Commission issued its *Notice Of Contested Case and Order Directing Filings* ("Order") in which the Commission gave notice of a complaint and contested case, and directed MAWC to file an answer to the complaint no later than November 2, 2015.

3. The amount at issue in Ms. Martin's *Complaint* is less than \$3,000, thus qualifying the complaint for handling as a *Small Formal Complaint Case*.¹ However, the Commission did not signal in its Order whether or not the *Complaint* is to be handled under the small formal complaint process.² Because, under the small formal complaint process

¹ 4 CSR 240-2.070(15)

² 4 CSR 240-2.070(15)(A) states, "When a complaint is filed that qualifies for handling as a small formal complaint, the assigned regulatory law judge shall direct the secretary of the commission to serve, by certified mail, postage prepaid, a copy of the complaint upon the person, corporation, or public utility against whom the complaint has been filed. **At the same time, the regulatory law judge shall notify all parties that the complaint will proceed under the small formal complaint process.**"

Staff shall not advocate a position beyond reporting the results of its investigation³, Staff would ask the Commission to issue an order clarifying whether or not the *Complaint* will proceed under the small formal complaint process.

WHEREFORE, the Staff respectfully asks the Commission to clarify whether or not the *Complaint* will proceed under the small formal complaint process.

Respectfully Submitted,

/s/ Mark Johnson

Mark Johnson
Senior Counsel
Missouri Bar No. 64940
Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 751-7431 (Telephone)
(573) 751-9285 (Fax)
mark.johnson@psc.mo.gov (e-mail)

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 9th day of October, 2015.

/s/ Mark Johnson

³ 4 CSR 240-2.070(15)(D)