BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Karen Smith,)
Complainant,)
V.) File No. WC-2014-0161
Missouri-American Water Company,)
Respondent)
	,

STAFF'S REQUEST FOR EXTENSION

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and hereby submits its *Request for Extension*, stating as follows:

- 1. On November 27, 2013, Ms. Karen Smith filed a formal complaint¹ against Missouri-American Water Company ("MAWC") stating that her water service line was hit by excavation equipment during the main replacement project conducted in February 2013 by MAWC. Subsequently, she experienced problems with her plumbing fixtures and incurred cost to have them repaired. Additionally, she contends the restoration of her property after the main replacement project was complete is less than satisfactory. Finally, she states she had difficulty in contacting MAWC to discuss these issues and reports poor customer service.
- 2. On January 15, 2014, the Commission issued an Order in this case directing Staff to investigate this complaint and file a report by February 14, 2014.
- 3. At this time, Staff continues its investigation related to this complaint; however, Staff is still in the process of seeking additional information and requires more time to receive and review information from the company before making its report. Therefore, Staff respectfully requests an extension of time until March 18, 2014 to file its

¹ Ms. Smith submitted an informal complaint (EFIS No. C201301951) regarding the same issues against MAWC on April 2, 2013.

recommendation. Counsel for MAWC and Ms. Smith have represented to Staff that they do not object to this request.

WHEREFORE, Staff respectfully requests an extension until March 18th, 2014, in order to complete its investigation and file its Recommendation.

Respectfully Submitted,

/s/ Tim Opitz

Tim Opitz Legal Counsel Missouri Bar No. 65082

Attorney for the Staff of the Missouri Public Service Commission P. O. Box 360
Jefferson City, MO 65102
(573) 751-4227 (Telephone)
(573) 751-9285 (Fax)
timothy.opitz@psc.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed with first-class postage, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 7th day of February, 2014.

/s/ Tim Opitz