

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

Tom Dillon)	
)	
Complainant,)	
)	
vs.)	File No. WC-2016-0057
)	
Missouri American Water)	
Legal Department)	
727 Craig Road)	
St. Louis MO 63141)	
)	
Respondent,)	
)	
CERTIFIED MAIL)	

NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILING

Issue Date: September 11, 2015

Effective Date: September 11, 2015

The Commission is giving notice of a complaint and contested case, directing the respondent to file an answer,¹ and directing its Staff to investigate and report on the subject of the complaint.²

On September 11, 2015, the Commission received the complaint, a copy of which is attached. This is a contested case,³ which provides a formal hearing procedure. But the parties can waive formal procedure, and the Commission can make a decision without a hearing,⁴ including by stipulation and agreement.⁵

¹ 4 CSR 240-2.070(8) and (9).

² 4 CSR 240-2.070(11).

³ Section 536.010(4), RSMo Supp. 2013.

⁴ Section 536.060, RSMo 2000.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a request for mediation, the Commission may suspend the schedule set forth in this order.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the provisions governing procedures before the Commission are found in Commission Rule 4 CSR 240, Chapter 2. In particular, provisions relating to discovery are found at Commission Rule 4 CSR 240-2.090.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to the respondents at:

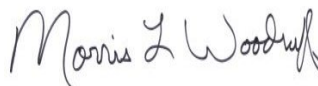
Legal Department
727 Craig Road
St. Louis MO 63141

2. Respondent shall file an answer to the complaint, or a request for mediation, no later than October 13, 2015.

3. The Commission's staff shall investigate the complaint and file a report describing its findings no later than October 27, 2015.

4. This order shall be effective when issued.

BY THE COMMISSION



Morris L. Woodruff
Secretary



⁵ 4 CSR 240-2.115.

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

Dated at Jefferson City, Missouri,
on this 11th day of September, 2015.