

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

Rhonda Martin,)	
)	
Complainant,)	
)	
v.)	File No. WC-2016-0079
)	
Missouri-American Water Company,)	
Legal Department)	
727 Craig Road)	
St. Louis MO 63141)	
)	
CERTIFIED MAIL)	
)	
Respondent.)	

NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILINGS

Issue Date: October 2, 2015

Effective Date: October 2, 2015

The Commission is giving notice of a complaint and contested case, and directing the parties to make certain filings.

On September 30, 2015, the Commission received the complaint, a copy of which is attached. The filing of a complaint requires the Commission to set a hearing.¹ The requirement of a hearing on matters in the complaint signifies a contested case.² A contested case is a formal hearing procedure, but it allows for waiver of procedural formalities and a decision without a hearing,³ including by stipulation and agreement.⁴ The Commission's regulations on discovery are at 4 CSR 240-2.090.

¹ Section 386.390.5, RSMo 2000.

² Section 536.010(4), RSMo Supp. 2013.

³ Section 536.060, RSMo 2000.

⁴ 4 CSR 240-2.115.

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.

THE COMMISSION ORDERS THAT:

1. Respondent shall file an answer to the complaint no later than November 2, 2015.
2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink 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 2nd day of October, 2015.