

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Dione C. Joyner,)	
)	
Complainant,)	
)	
v.)	<u>Case No. WC-2006-0345</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: July 24, 2006

Effective Date: July 24, 2006

On March 3, 2006, Dione C. Joyner filed a formal complaint against Missouri-American Water Company on the basis of a billing dispute. The Commission issued a Notice of Complaint, and Missouri-American timely filed its answer on April 6, 2006. On July 20, 2006, the Commission's Staff filed a motion requesting that the Commission order the Staff to investigate this complaint. Staff observed that the parties have notably different positions as to the cause of the complaint.

Having considered the motion, the Commission finds that an investigation by its Staff will assist it in moving this case forward. The motion will be granted.

IT IS ORDERED THAT:

1. The Staff of the Commission shall investigate this complaint and file the report of its findings no later than August 13, 2006.

2. Any responses or objections to Staff's report may be filed no later than August 23, 2006.

3. This order shall become effective on July 24, 2006.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Nancy Dippell, Deputy Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 24th day of July, 2006.