

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

Guy Thomas, )  
 )  
Complainant, )  
 )  
v. ) Case No. WC-2008-0248  
 )  
Evergreen Lakes Water Supply, )  
 )  
Respondent. )

## **ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT**

Issue Date: February 7, 2008

Effective Date: February 7, 2008

Guy Thomas filed a formal complaint against Respondent Evergreen Lake Water Company (“Evergreen”) on January 29, 2008. On February 7, 2008, the Commission notified Evergreen of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7).

The Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.<sup>1</sup> Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than one week after Evergreen files its answer, which is due no later than March 10, 2008.

<sup>1</sup> Evergreen's answer period has just begun. However, 4 CSR 240-2.070(10) states that "[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint."

**IT IS ORDERED THAT:**

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Guy Thomas' formal complaint against Evergreen Lake Water Company.
2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than one week after Evergreen files its answer to Mr. Thomas' complaint.
3. This order shall become effective on February 7, 2008.

**BY THE COMMISSION**



Colleen M. Dale  
Secretary

( S E A L )

Benjamin H. Lane, Regulatory Law  
Judge, by delegation of authority  
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 7th day of February, 2008.