

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Seth and Jeanette Langton,)	
)	
Complainants,)	
)	
v.)	<u>Case No. WC-2008-0350</u>
)	
Missouri American Water,)	
)	
Respondent.)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: April 29, 2008

Effective Date: April 29, 2008

Seth and Jeanette Langton filed a formal complaint against Respondent Missouri-American Water Company ("MAWC") on April 25, 2008. On April 29, 2008, the Commission notified MAWC 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.¹ 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 two weeks after MAWC files its answer, which is due no later than May 29, 2008.

¹ MAWC'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 Seth and Jeanette Langton's formal complaint against Missouri-American Water Company.
2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than two weeks after Missouri-American Water Company files its answer to the complaint.
3. This order shall become effective on April 29, 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 29th day of April, 2008.