

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

Gene Roverman,

Complainant,

v.

Missouri-American Water Company,

Respondent.

)  
)  
)  
)  
)  
)  
)  
)  
)  
)

**Case No. WC-2006-0248**

**NOTICE OF COMPLAINT**

Issue Date: December 12, 2005

Missouri-American Water Company  
Legal Department  
535 North New Ballas Road  
St. Louis, Missouri 63141  
**CERTIFIED MAIL**

On December 9, 2005, Gene Roverman filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company. A copy of the complaint is enclosed. Under Commission Rule 4 CSR 240-2.070, Missouri-American has 30 days from the date of this notice to file an answer or to file notification that the complaint has been satisfied. Since this notice is being issued on December 12, Missouri-American's response is due by January 11, 2006.

In the alternative, Missouri-American may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation. If the Commission receives a request for mediation, the 30-day time period for filing an answer or notice of satisfaction will be tolled while the Commission determines whether the complainant is also willing to mediate. If the complainant agrees to mediation, the time for Missouri-American to file an answer or notice of satisfaction will be suspended until the mediation is finished. Additional information regarding the mediation process is enclosed.

If the complainant does not wish to mediate, Missouri-American will be notified in writing that the tolling has ceased and will also be told when to file its answer or notice of satisfaction. That response will usually be due at the end the remaining portion of the original 30-day period.

All pleadings, including the answer, must be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

A copy must be served upon the complainant at the address listed within the enclosed complaint. A copy of this notice has been mailed to the complainant.

**BY THE COMMISSION**

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

Colleen M. Dale  
Secretary

(S E A L)

Dated at Jefferson City, Missouri,  
on this 12th day of December, 2005.

Woodruff, Senior Regulatory Law Judge

Copy to: Gene Roverman  
10952 Whitehall Manor Drive  
Bridgeton, MO 63044