

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Reuben L. Crenshaw,)	
)	
Complainant,)	
)	
v.)	<u>Case No. WC-2008-0354</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

ORDER ADOPTING PROCEDURAL SCHEDULE

Issue Date: September 16, 2008

Effective Date: September 16, 2008

At the prehearing conference held in this matter on September 4, 2008, the parties were directed to file a joint proposed procedural schedule. On September 11, 2008, the Staff of the Commission filed a procedural schedule for the parties.

The Commission will adopt the procedural schedule recommended by the parties, and will set forth the procedure it will follow to hear Mr. Crenshaw's case, as follows:

(A) All testimony will be presented live rather than as written-prefiled testimony. Mr. Crenshaw will testify first and present his case to the Commission. He will then be subject to cross-examination (questions), first by the Staff of the Commission, then by the Office of the Public Counsel, and finally by Missouri-American Water Company.

(B) Missouri-American Water Company will then present its witness[es], who will be subject to cross-examination first by Staff, then by Public Counsel, and finally by Mr. Crenshaw.

(C) The Staff of the Commission will present its witness[es] next, with cross examination first by Ameren, then by Public Counsel, and finally by Mr. Crenshaw.

(D) Although the parties are strongly encouraged to attend the hearing in person, any party wishing to participate by telephone or videoconference will be permitted to do so after notifying the Regulatory Law Judge by calling 573-751-4393 or sending e-mail to nancy.dippell@psc.mo.gov no later than November 14, 2008. If a party elects to participate by videoconference, he must appear at the Public Service Commission's offices at 9900 Page Avenue, Suite 103, Overland, Missouri, on the date and time set for the hearing.

(E) The parties shall arrange to exchange copies of all documents they intend to offer as evidence at hearing according to the proposed procedural schedule.

(F) In addition to exchanging documents as set out in (E) above, if any party appears at the hearing by telephone or videoconference, they shall provide a copy of the documents intended to be offered to the Regulatory Law Judge no later than November 14, 2008. These documents may be sent by First Class Mail, faxed to 573-526-6010, or e-mailed to nancy.dippell@psc.mo.gov.

The parties are reminded that Mr. Crenshaw, as the complainant in this matter, bears the burden of proof to establish with credible evidence that the facts and statements in his formal complaint are more likely than not to be true.

IT IS ORDERED THAT:

1. The following procedural schedule is adopted for this case:

Mr. Crenshaw will submit to the Commission and the parties his List of Witnesses he wishes to subpoena and shall include those witnesses' addresses and/or phone numbers if possible

September 30, 2008

Mr. Crenshaw will provide to the Commission and the parties all of the documents and materials he wishes to have admitted into evidence by sending these items to the Judge for filing in EFIS

November 14, 2008

Missouri-American Water Company, Staff of the Commission, and the Office of Public Counsel will provide to all of the parties any exhibits not already filed in EFIS

November 14, 2008

Evidentiary hearing

December 10, 2008
beginning at 1:30 p.m.

The hearing shall be held in the Commission's offices in the Governor Office Building, 200 Madison Street, Room 310, Jefferson City, Missouri. The Governor Office Building meets accessibility standards required by the Americans with Disabilities Act. Anyone needing additional accommodations to participate in the hearing should call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

2. Any party wishing to participate in the hearing by telephone or videoconference shall notify the Judge no later than November 14, 2008, by calling 573-751-4393 or e-mailing nancy.dippell@psc.mo.gov.

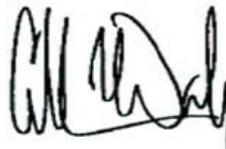
3. This order shall become effective upon issuance.

(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 16th day of September, 2008.

BY THE COMMISSION



Colleen M. Dale
Secretary