

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

Jason Strohm,)	
)	
Complainant,)	
)	
v.)	<u>File No. WC-2016-0201</u>
)	
Missouri-American Water Company)	
)	
Respondent.)	
)	
CERTIFIED MAIL)	

**ORDER GIVING NOTICE OF CONTESTED CASE, DIRECTING RESPONDENT
TO FILE ANSWER, AND DIRECTING STAFF INVESTIGATION**

Issue Date: February 3, 2016

Effective Date: February 3, 2016

On February 2, 2016, Jason Strohm filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company ("Missouri-American"). A copy of the complaint accompanies this notice. This is a contested case¹ pursuant to Section 386.390, RSMo 2000. The Commission will proceed under the small formal complaint process.²

The Commission will set a 30-day deadline for Missouri-American to file an answer. In the alternative, Missouri-American may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether Mr. Strohm is also willing to submit to voluntary

¹ A "[c]ontested case' means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing." Section 536.010.4, RSMo Supp. 2013.

² 4 CSR 240-2.070(15).

mediation. If Mr. Strohm agrees to mediation, the time within which answers are due shall be suspended pending the resolution of mediation. Additional information regarding the mediation process is enclosed. If Mr. Strohm declines to mediate the dispute, Missouri-American will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer must be filed. That period is usually the remainder of the original 30-day period.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission rule 4 CSR 240-2.090. The Commission will also set a deadline for its Staff to file a report on the complaint.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to the following:

Attn: Missouri-American Water Company
C T Corporation System, Registered Agent
120 S Central Avenue
St. Louis, Missouri 63105

2. Missouri-American Water Company shall file an answer to the complaint or request mediation no later than March 4, 2016. All pleadings (the answer, the notice of satisfaction of complaint, or request for mediation) shall be filed using the Commission's Electronic Filing and Information System ("EFIS") or by mail to the Secretary of the Commission.

3. The Staff of the Missouri Public Service Commission shall file a report with the Commission no later than April 4, 2016.

4. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Kim S. Burton, Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 3rd Day of February, 2016.