

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

Teresa Jones,)	
)	
Complainant,)	
)	
vs.)	<u>Case No. WC-2019-0028</u>
)	
Missouri American Water Company,)	
)	
Respondent.)	

**ORDER THAT RESPONDENT AND STAFF
FILE A JOINT STIPULATION AND AGREEMENT
OR A STATUS REPORT**

Issue Date: September 28, 2018

Effective Date: September 28, 2018

On July 30, 2018, the Complainant filed a complaint alleging that Respondent (“Company”) wrongfully disconnected her service. On July 30, 2018, the Commission issued its Notice of Contested Case and Orders for Small Formal Complaint, ordering the Company to answer no later than August 29, 2018, and ordering the Commission’s staff (“Staff”) to file a report detailing its recommendations no later than September 13, 2018. Staff filed its report on September 13, 2018. The Commission ordered the Company to reply, and the Company did so on September 28, 2018, therein acknowledging that Commission Rule 4 CSR 240-13.050(3) and the Company’s Tariff Rule 10(G) were applicable to the service disconnection and acceding to Staff’s recommendations.

Noting that the Complainant and the Office of Public Counsel were not ordered to reply to Staff’s recommendations and noting that neither has replied, the Commission will

order the Company and Staff to file a joint stipulation and agreement proposing a resolution to the case, or a status report.

THE COMMISSION ORDERS THAT:

1. Missouri American Water Company and the Staff of the Missouri Public Service Commission shall file a joint proposed stipulation proposing a resolution of the case, or otherwise file a status report no later than October 22, 2018.
2. This Order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in dark ink, reading "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Paul T. Graham, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 28th day of September, 2018.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 28th day of September 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 28, 2018

File/Case No. WC-2019-0028

**Missouri Public Service
Commission**

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**Missouri Public Service
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**Missouri-American Water
Company**

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Teresa Jones

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.