

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

Claude Scott,)	
)	
Complainant)	
)	<u>File No. WC-2020-0407</u>
v.)	
)	
Missouri-American Water Company,)	
)	
Respondent)	

**NOTICE OF COMPLAINT AND ORDER SETTING TIME FOR ANSWER
AND STAFF INVESTIGATION AND REPORT**

Issue Date: June 23, 2020

Effective Date: June 23, 2020

On June 22, 2020, Claude Scott filed a complaint with the Public Service Commission against Missouri-American Water Company. A copy of the complaint accompanies this notice. Complaint to the Commission is authorized by Section 386.390, RSMo (Supp. 2018), and constitutes a contested case under Chapter 536 of the Revised Statutes of Missouri. Commission rules govern discovery and procedure in a contested case.¹

Because the complaint concerns less than \$3,000, this matter will proceed under the small formal complaint procedure, as provided by Commission Rule 20 CSR 4240-2.070(15). If any party believes this matter should not proceed as a small formal complaint, that party may file a motion requesting a change in case status.

¹ Commission rules governing practice and procedure before the Commission are published in the Code of State Regulations at 20 CSR 4240, Chapter 2.

Missouri-American will have 30 days after the date of this notice to satisfy or answer the complaint, as provided by 20 CSR 4240-2.070(15)(A).

The Commission will direct Commission Staff to investigate the complaint and file a report detailing its findings and recommendations within 45 days after the date the complaint was filed, as provided by 20 CSR 4240-2.070(15)(D).

The Commission will send to Complainant a copy of its procedural rules and the Commission's guide for complaints.

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:

Missouri-American Water Company
ATTN: Legal Representative
727 Craig Road
St. Louis, MO 63141

2. Missouri-American shall satisfy the complaint or file an answer to the complaint no later than July 23, 2020. Missouri-American shall serve a copy of any answer on Complainant.

3. Service on Complainant in this matter shall comply with the provisions of Commission Rule 20 CSR 4240-2.080(16)(B), which addresses service on parties not represented by an attorney.

4. The Commission's Staff shall investigate and file a report detailing its findings and recommendations no later than August 6, 2020.

5. The Commission's data center shall mail to Complainant, by U.S. mail to Complainant's address of record, a copy of this notice and order as well as copies of the Commission's procedural rules, 20 CSR 4240 Chapter 2, and the Commission publication

titled *How to Present Your Formal Complaint Before the Missouri Public Service Commission*.

6. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Jana C. Jacobs, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 23rd day of June, 2020.