

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

Willie J. Harris Jr.,)	
)	
Complainant)	
)	<u>File No. WC-2021-0129</u>
v.)	
)	
Missouri-American Water Company,)	
)	
Respondent)	

**NOTICE OF COMPLAINT AND ORDER SETTING TIME FOR ANSWER,
DIRECTING FILING BY COMPLAINANT, AND DIRECTING
STAFF INVESTIGATION AND REPORT**

Issue Date: November 4, 2020

Effective Date: November 4, 2020

On November 2, 2020, Willie J. Harris Jr. filed a complaint with the Commission against Missouri-American Water Company (MAWC). A copy of the complaint accompanies this notice. Complaint to the Commission is authorized by Section 386.390, RSMo (Cum. Supp. 2019), 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

MAWC will have 30 days after the date of this notice to satisfy or answer the complaint, as provided by Commission rule.²

The documents submitted to the Commission by Mr. Harris include the first page of the Commission's "sample complaint form," with a typed statement and three letters attached. The documents reference a billing dispute, but do not specify the amount, if

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

² 20 CSR 4240-2.070(15)(A).

any, that Mr. Harris disputes. For that reason, the Commission cannot now determine whether this case qualifies for treatment as a small formal complaint under Commission rules. Disputes involving less than \$3,000 may be treated as small formal complaints.³ To clarify this issue, the Commission will direct Mr. Harris to specify the amount, if any, in dispute. A copy of the Commission's complaint form in full will be provided to Mr. Harris for the purpose of guiding him in providing the information useful for the Commission's consideration of his complaint.

The Commission will direct the Staff of the Commission to investigate the complaint and file a report detailing its findings.

In addition to a copy of the Commission's "sample complaint form," the Commission will send to Mr. Harris a copy of its procedural rules and the Commission's guide for complaints.

The Commission will send information about mediation to both parties.

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: Attorney Representative
727 Craig Road
St. Louis, MO 63141

2. MAWC shall satisfy the complaint or file an answer to the complaint no later than December 4, 2020. MAWC shall serve a copy of any answer on Complainant.

³ 20 CSR 4240-2.070(15).

3. Service on Complainant in this matter shall comply with the provisions of Commission Rule 20 CSR 4240-2.080(16).

4. Staff shall investigate and file a report detailing its findings and recommendations no later than January 4, 2021.

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, the Commission publication titled *How to Present Your Formal Complaint Before the Missouri Public Service Commission*, and a blank copy of a Commission "sample complaint form."

6. The Commission's data center shall provide information about mediation to Complainant and MAWC.

7. **No later than November 20, 2020, Complainant shall file a statement of the amount, if any, at issue in this case.** This statement may be provided in a letter or by filing a complete complaint form.

8. Complainant may make such filing online through EFIS, the Commission's electronic filing and information system accessible via the Internet from the Commission's website, <https://psc.mo.gov/>, or by mail to:

Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

9. 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 4th day of November, 2020.