

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

| | | |
|----------------------------------|---|-----------------------|
| Charles Harter, |) | |
| |) | |
| Complainant |) | |
| |) | |
| v. |) | File No. WC-2018-0124 |
| |) | |
| Missouri-American Water Company, |) | |
| |) | |
| Respondent |) | |

ORDER SETTING PREHEARING CONFERENCE

Issue Date: December 28, 2017

Effective Date: December 28, 2017

On November 6, 2017, Charles Harter filed a formal complaint against Missouri-American Water Company ("MAWC"). After notice was issued, MAWC filed its *Answer to Complaint*, on December 6, 2017. The Staff of the Missouri Public Service Commission (Staff) was directed to investigate and respond, and on December 28, 2017, Staff filed a report that found MAWC had not violated any applicable statutes, Commission rules, or Commission-approved Company tariffs related to the Complaint. No responses to the *Staff Report* were received.

Having received the complaint, the answer, and the Staff's report, this matter is ready to be set for hearing. In order to discuss a procedural schedule and possible settlement of this matter, the Commission will set a prehearing conference. In addition, for the convenience of the parties, they may appear by telephone as set out below.

THE COMMISSION ORDERS THAT:

1. The parties shall appear at a prehearing conference to be held on January 16, 2018 at 10:00 a.m. Failure to appear at the conference without being

excused may result in a default being issued in accordance with Commission Rule 4 CSR 240-2.090(5).

2. The prehearing conference will convene in Room 305 of the Governor Office Building, 200 Madison Street, Jefferson City, Missouri 65102. The building meets accessibility standards required by the Americans with Disabilities Act. Any person who needs additional accommodations to participate in the conference or hearing shall contact the Commission, not later than the day before the conference. Such contact shall be through the Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711. Any party may participate in the prehearing conference by telephone by dialing (573) 526-6207 or (866) 630-9356 at the start time of the conference.

3. 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

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

Dated at Jefferson City, Missouri,
on this 28th day of December, 2017.

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 December 2017.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

December 28, 2017

File/Case No. WC-2018-0124

**Missouri Public Service
Commission**

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**Missouri Public Service
Commission**

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**Missouri-American Water
Company**

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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.