

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

William B. Rilenge,)	
)	
Complainant,)	
)	
v.)	<u>File No. WC-2021-0251</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

ORDER GIVING NOTICE OF COMPLAINT AND DIRECTING ANSWER

Issue Date: February 5, 2021

Effective Date: February 5, 2021

On February 4, 2021, William B. Rilenge (Complainant) filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (Company). A copy of the complaint accompanies this notice. This is a contested case¹ authorized by Section 386.390, RSMo 2016. Since the complaint alleges an amount in controversy exceeding \$3,000.00, this matter will be treated as a formal complaint and not as a small formal complaint case under Commission Rule 20 CSR 4240-2.070(15).

As required by Section 536.067(2)(f), RSMo 2016, 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 20 CSR 4240-2.090. Under Commission Rule 20 CSR 4240-2.070(8), the Company shall have 30 days from the date of this notice to satisfy or file a response to the complaint. A copy of

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 2016.

any response shall be served upon the Complainant at his address. The Commission will also direct the Staff of the Commission to investigate this complaint and file a report.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a written request for mediation, the Commission may suspend the schedule set forth in this order.

THE COMMISSION ORDERS THAT:

1. Missouri-American Water Company shall satisfy or file a response to this complaint no later than March 7, 2021.

2. The Staff of the Commission shall file a pleading no later than March 15, 2021, suggesting a deadline for filing a Staff Report and Recommendation.

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

Missouri-American Water
Company Legal Department
727 Craig Road
St. Louis, MO 63141

4. The Commission's Data Center shall send a copy of this notice, the Commission's procedural rules, 20 CSR 4240-2, a copy of the handbook titled "How to Present Your Formal Complaint Before the Missouri Public Service Commission," and a copy of the Commission's information sheet regarding mediation to the Complainant.

5. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style with a large, prominent "M" and "W".

Morris L. Woodruff
Secretary

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

Dated at Jefferson City, Missouri,
on this 5th day of February, 2021.