

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

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

**ORDER TO SHOW CAUSE**

Issue Date: July 12, 2021

Effective Date: July 12, 2021

On June 28, 2021, the Commission issued its Order Setting Procedural Conference (Order) on July 9, 2021, at 10:00 a.m. The order provided for a hearing by Webex. It provided that hearing participation should be made by dialing either 1 (855) 718-6621 or 1 (650) 479-3207, access code 177 641 2225 followed by pound (#) sign.

At 10:00 a.m. on July 9, 2021, the Commission convened the prehearing conference by Webex, with the regulatory law judge and all participating parties using the above-mentioned phone and access numbers; went on the record; and took the appearances of the parties. All parties appeared except for Complainant. Complainant failed to appear.

Commission Rule 20 CSR 4240-2.090(5) states:

Failure to appear at a prehearing conference without previously having secured a continuance shall constitute grounds for dismissal of the party or the party's complaint, application or other action unless good cause for the failure to appear is shown.

Complainants failed to appear at a prehearing conference previously scheduled and conducted by order of the Commission, and the record does not reveal that

Complainants requested or secured a continuance prior the scheduled hearing. The Commission will order Complainants to show good cause for their failure to appear and why their complaint should not be dismissed.

**THE COMMISSION ORDERS THAT:**

1. No later than July 27, 2021, William B. Rilenge shall show good cause for his failure to appear at the prehearing conference scheduled and held on July 9, 2021; and show good cause why his complaint should not be dismissed.
2. 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, flowing style.

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 12<sup>th</sup> day of July, 2021.

**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 12<sup>th</sup> day of July, 2021.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**July 12, 2021**

**File/Case No. WC-2021-0251**

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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**

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