

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Michele Westmoreland

Complainant,

v.

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

CERTIFIED MAIL

Respondent.

File No. WC-2015-0171

NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILING

Issue Date: January 22, 2015

Effective Date: January 22, 2015

On January 21, 2015, the complainant filed the complaint, a copy of which is attached. The filing of a complaint requires the Commission to set a hearing.¹ The requirement of a hearing on such issues signifies a contested case.² A contested case is a formal hearing procedure, but it allows for waiver of procedural formalities and a decision without an evidentiary hearing, including by stipulation and agreement.³ The Commission is not proceeding under small complaint procedure because complaint does not allege a customer dispute involving less than \$3,000.⁴ Also, as an alternative to the formal

¹ Section 386.390.5, RSMo 2000.

² Section 536.010(4), RSMo Supp. 2014.

³ Section 536.060, RSMo 2000; 4 CSR 240-2.115.

⁴ 4 CSR 240-2.070(15).

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 request for mediation, the Commission may suspend the schedule set forth in this order.

THE COMMISSION ORDERS THAT:

1. The secretary of the commission shall serve a copy of the complaint upon the respondent, by certified mail, postage prepaid.
2. The respondent shall file an answer no later than February 20, 2015.
3. The commission's staff shall investigate the complaint and file a report detailing the results of its investigation no later than March 6, 2015.
4. 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

Daniel Jordan, Senior Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 22nd day of January, 2015.