

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

Teresa Jones,)	
)	
Complainant,)	
)	
vs.)	<u>Case No.: WC-2019-0028</u>
)	
Missouri American Water Company,)	
)	
Respondent.)	

**ORDER THAT RESPONDENT
REPLY TO STAFF REPORT AND RECOMMENDATIONS**

Issue Date: September 14, 2018

Effective Date: September 14, 2018

On July 30, 2018, the Complainant filed a complaint alleging that Respondent ("Company") wrongfully disconnected her service. On July 30, 2018, the Commission issued its Notice of Contested Case and Orders for Small Formal Complaint, ordering the Company to answer the Complaint no later than August 29, 2018, and ordering the commission's staff ("Staff") to file a report detailing its recommendations no later than September 13, 2018. The Company filed a Motion to Dismiss, Motion for More Definite Statement, and Answer on August 29, 2018, and Staff filed a Staff Report with recommendations on September 13, 2018.

The Commission will order the Company to file a Reply to Staff's Report and recommendations.

THE COMMISSION ORDERS THAT:

1. Missouri American Water Company shall file a Reply to Staff's Report no later than September 29, 2018;

2. In its Reply, Missouri American Water Company shall make a detailed reply to the recommendations which Staff has made in Staff's Report.

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

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

Dated at Jefferson City, Missouri,
on this 14th day of September, 2018

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 14th day of September 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 14, 2018

File/Case No. WC-2019-0028

**Missouri Public Service
Commission**

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**Missouri Public Service
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**Missouri-American Water
Company**

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Teresa Jones

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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.