

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Jack and Stacey Woolever,)	
)	
Complainants,)	
v.)	
)	File No. WC-2021-0080
Missouri-American Water Company,)	
)	
Respondent.)	

NOTICE OF DEFICIENCY AND ORDER DIRECTING FILING

Issue Date: September 24, 2020

Effective Date: September 24, 2020

On September 21, 2020, the Missouri Public Service Commission (Commission) received an email from Jack and Stacey Woolever regarding a complaint against Missouri-American Water Company (MAWC). The Woolevers requested that the email be attached to their “recently submitted complaint with MAWC.”

The Commission has two processes for resolving consumer complaints against Commission-regulated utilities such as MAWC. The first process is the “informal complaint” process.¹ Through that process, members of the Commission’s Consumer Services Department investigate consumer complaints and act as an intermediary between the consumer and the utility. The Woolevers participated in an informal complaint that was closed in August 2020 when the Consumer Services Department mailed the Woolevers forms and information about how to file a “formal complaint.”

In the “formal complaint” process at the Commission, the complainants (the Woolevers) must set out their allegations of utility wrong-doing and the requested relief

¹ 20 CSR 4240-2.070(15).

and ask the Commission to decide whether the utility has violated any statutes, rules, or orders of the Commission. The Commission has treated the September 21 email as a formal complaint.

Because the email is being treated as a formal complaint, the Commission needs additional information in order to process the complaint. Therefore, the Commission will direct the Woolevers to provide additional information in compliance with Commission Rule 20 CSR 4240-2.070(4) as follows:

- (A) The name and street address of each complainant and, if different, the address where the subject utility service was rendered;
- (B) The signature, telephone number, facsimile number, and email address of each complainant or their legal representative, where applicable;
- (C) The name and address of the person, corporation, or public utility against whom the complaint is being filed;
- (D) The nature of the complaint and the complainant's interest in the complaint, in a clear and concise manner;
- (E) The relief requested;
- (F) A statement as to whether the complainant has directly contacted the person, corporation, or public utility about which complaint is being made;
- (G) The jurisdiction of the commission over the subject matter of the complaint; and
- (H) If the complainant is an association, other than an incorporated association or other entity created by statute, a list of all its members.

Once the additional information is provided, the Commission will issue a notice giving MAWC 30 days in which to respond. If the Woolevers do not provide the necessary information by the date set out below, the Commission may dismiss the complaint without making a decision about the allegations.

THE COMMISSION ORDERS THAT:

1. As set out in the body of this notice and order, if Jack and Stacey Woolever wish to pursue this complaint, they shall provide the information required by Commission Rule 20 CSR 4240-2.070(4)² no later than October 9, 2020.
2. If the deficiencies in the complaint are not corrected, the Commission may dismiss this complaint.
3. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Nancy Dippell, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 24th day of September, 2020.

² A copy of the rule is attached.