

Missouri Public Service Commission
Data Center
P.O. Box 360
Jefferson City, Missouri 65102-0360

MO 419-2651 (9-10)

Michael Brower
310 Heavy Timber Dr.
Ridgedale, MO 65739

FIRST CLASS



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Missouri Public
Service Commission

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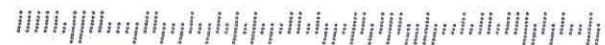
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**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Michael Brower

Complainant,

v.

Branson Cedars Resort Utility
Company, LLC

Respondent.

CERTIFIED MAIL

Case No. WC-2017-0207

NOTICE OF COMPLAINT

Issue Date: February 2, 2017

Effective Date: February 2, 2017

On February 1, 2017, Michael Brower filed a complaint with the Missouri Public Service Commission against Branson Cedars Resort Utility Company, LLC (the Company) alleging that the Company was charging for two services when only one service connection exists in a single family dwelling. Further, Mr. Brower alleged that there was no meter in place in violation of the Company's tariff.

Pursuant to Commission Rule 4 CSR 240-2.070, the Company has 30 days from the date of this notice to file an answer. Since this notice is being issued on February 2, 2017, the answer is due no later than March 4, 2017.

Provisions governing procedures before the Commission are found in Commission Rule 4 CSR 240, Chapter 2. In particular, the procedures relating to discovery are found at Commission Rule 4 CSR 240-2.090.

THE COMMISSION ORDERS THAT:

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

Branson Cedars Resort Utility Company, LLC
769 Hwy 86
Ridgedale, MO 65739

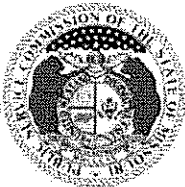
2. The Company shall file its answer to this complaint no later than March 4, 2017. All pleadings shall be mailed to the Complainant and to the:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360,

or shall be filed using the Commission's Electronic Filing and Information System (EFIS).

3. This order shall be effective when issued.

BY THE COMMISSION



Morris L. Woodruff

Morris L. Woodruff
Secretary

Nancy Dippell, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 2nd day of February, 2017.

FILED
February 1, 2017
Data Center
Missouri Public
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

Michael Brower)
(your name))

Complainant,)

vs.)

Case No. _____

Branson Cedars Resort Utility Company LLC)
(utility company's name))

Respondent.)

COMPLAINT

1. Complainant resides at 310 Heavy Timber Dr. Ridgedale, MO 65739
2. Respondent, Branson Cedars Resort Utility Company LLC 769 Highway 86 Ridgedale, MO, is a public utility providing service to complainant's residence.
3. As the basis of this complaint, complainant states the following facts: the utility company is charging for two services at this location even though it only has one service connection and is only rented as a single family dwelling. This cabin was originally built to be used as a duplex but soundproofing issues and the demand for larger family rental units encouraged the owner to only rent this as a single occupancy unit. The cabin only has one service connection and should only be billed for one service. In accordance with Rule 11 A of the Company's tariff: "All new service connections shall be metered." A meter was never installed when the water service was connected. I have pleaded with the company to install a meter to charge for usage.

1

Date _____

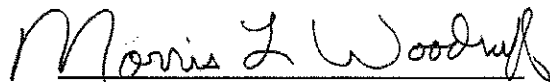
Signature of Complainant

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 2nd day of February 2017.

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

February 2, 2017

File/Case No. WC-2017-0207

**Missouri Public Service
Commission**

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounselservice@psc.mo.gov

Office of the Public Counsel

James Owen
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opcservice@ded.mo.gov

**Branson Cedars Resort Utility
Company LLC**

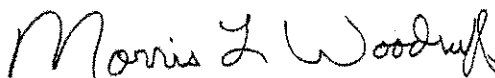
Legal Department
769 State Highway 86
Ridgedale, MO 65739

Michael Brower

Michael Brower
310 Heavy Timber Dr.
Ridgedale, MO 65739

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.