

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

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

**NOTICE OF SMALL FORMAL COMPLAINT
AND ORDER DIRECTING STAFF TO INVESTIGATE
AND FILE A REPORT**

Issue Date: November 20, 2020

Effective Date: November 20, 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.” On September 24, 2020, the Commission issued a *Notice of Deficiency and Order Directing Filing* that directed the Woolevers to submit additional information as required by Commission Rule 20 CSR 4240-2.070 in order for the Commission to consider the email as a formal complaint. On October 20, 2020, the Commission received the formal complaint and cover letter explaining that there had been a delivery delay with the United States Postal Service when the complaint was first mailed to the Commission. The Commission will now give notice of the complaint, set a time for filing an answer, and direct the Staff of the Commission to conduct an investigation and file a report.

Because this complaint involves less than \$3,000, it shall proceed under the Commission's small complaint procedure at 20 CSR 4240-2.070(15). If any party believes that this matter should not proceed under the small complaint procedure, that party may file a motion consistent with the Commission's rule.

Under Commission Rule 20 CSR 4240-2.070(15), MAWC shall have 30 days from the date of this notice to file a response to the complaint. Additionally, a copy of the answer or response shall also be served upon the Woolevers at the address provided.

In accordance with the Commission's procedural rules, the Commission will direct the Staff of the Commission to investigate this complaint and file its report detailing its findings and recommendations. The Commission will also send a copy of its procedural rules to the Complainant and a copy of its mediation procedures to both parties. As required by Section 536.067(2)(f), RSMo (2016), the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 20 CSR 4240-2.090.

THE COMMISSION ORDERS THAT:

1. Missouri-American Water Company shall file a response to this complaint no later than December 20, 2020.
2. The Staff of the Commission shall investigate and file a report detailing its findings and recommendations no later than January 8, 2021.
3. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to:

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

4. 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 20th day of November, 2020.