

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

Louis DeFeo,)	
)	
Complainant,)	
)	
v.)	<u>File No. WC-2021-0075</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

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

Issue Date: September 18, 2020

Effective Date: September 18, 2020

On September 18, 2020, Louis DeFeo (Complainant) filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (Company). Because this complaint involves less than \$3,000, it will proceed under the Commission’s small complaint procedure per Rule 20 CSR 4240-2.070(15). If any party believes 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), the Company will have 30 days from the date of this notice to file a response to the complaint. Additionally, a copy of the answer or response will also be served upon Complainant 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, found at Rule 20 CSR 4240-2, to Complainant and a copy of its mediation procedures to both parties.

THE COMMISSION ORDERS THAT:

1. The Company shall file a response to this complaint no later than October 18, 2020.

2. The Staff of the Public Service Commission shall investigate and file a report detailing its findings and recommendations no later than November 2, 2020.

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

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

Dated at Jefferson City, Missouri,
on this 18th day of September, 2020.