

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 25th day of August, 2021.

William B. Rilenge,)
)
 Complainant,)
)
 v.)
)
 Missouri-American Water Company,)
)
 Respondent.)

File No. WC-2021-0251

ORDER DISMISSING COMPLAINT WITHOUT PREJUDICE

Issue Date: August 26, 2021

Effective Date: September 25, 2021

On February 4, 2021,¹ William B. Rilenge (“Complainant”) filed a complaint against Missouri-American Water Company (“MAWC”). The Commission issued its Order Giving Notice of Complaint and Directing Answer. MAWC filed an Answer to Complaint on March 5. On June 17, the Commission Staff (Staff) filed its Staff Report.

On June 28, the Commission issued its Order Setting Procedural Conference. This order required all parties to appear and set the conference for July 9, at 10:00 a.m. via WebEx.

The Commission conducted the procedural conference as scheduled. The Complainant did not appear. All other parties did appear.

On July 12, the Commission issued its Order to Show Cause requiring Complainant, no later than July 27; to show good cause for his failure to appear at the

¹ All references will be to 2021.

prehearing conference scheduled and held on July 9; and to show good cause why his complaint should not be dismissed. Complainant has filed no response.

Commission Rule 20 CSR 4240-2.116(3) provides that “[a] party may be dismissed from a case for failure to comply with any order issued by the commission, including failure to appear at any scheduled proceeding such as a public hearing, prehearing conference, hearing, or mediation session.” The Commission finds that Complainant failed to appear at a scheduled hearing on July 9 and failed to comply with orders issued by the Commission requiring him to appear and then requiring him to show cause for his failure to appear no later than July 27. The Commission finds that Complainant has failed to show good cause for his failure to appear and that his complaint should be dismissed. The Commission will dismiss the complaint without prejudice.

THE COMMISSION ORDERS THAT:

1. William B. Rilenge’s Complaint filed on February 4, 2021, is dismissed without prejudice.
2. This order shall be effective on September 25, 2021.



BY THE COMMISSION

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

Morris L. Woodruff
Secretary

Silvey, Chm., Rupp, Coleman, Holsman, and
Kolkmeier CC., concur.

Graham, Regulatory Law Judge

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 25th day of August, 2021.





Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 25, 2021

File/Case No. WC-2021-0251

**Missouri Public Service
Commission**

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William B. Rilenge

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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.