

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
JEFFERSON CITY
March 3, 2000**

CASE NO: WO-93-194

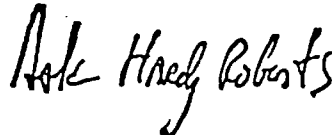
**Office of the Public Counsel
P.O. Box 7800
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**General Counsel
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**Neal Clevenger
Raytown Water Company
9820 E. 63rd Street
Raytown, MO 64133**

Enclosed find certified copy of ORDER in the above-numbered case(s).

Sincerely,



**Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge**

Uncertified Copy:

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

In the Matter of a Management Audit of) Case No. WO-93-194
The Raytown Water Company.)

ORDER DIRECTING FILING

On January 6, 1993, the Commission by order authorized a management audit of the Raytown Water Company (RWC). Thereafter, on March 1, 1994, the Staff of the Missouri Public Service Commission (Staff) filed its audit report. The audit report contained 48 recommendations formulated by the Staff on the basis of the audit findings. On April 22, 1994, Staff filed the implementation plan prepared by RWC. Pursuant to the implementation plan, RWC intended to implement and complete all 48 recommendations prior to the end of 1995.

On August 5, 1998, the Commission directed the Staff to report on the status of this matter. On August 25, 1998, Staff reported that it would soon make an on-site review to determine the progress made by RWC in implementing the audit recommendations; thereafter prepare a draft report and submit this to RWC for response; and thereafter file a final implementation report with the Commission by February 26, 1999. On September 15, 1998, the Commission by order adopted Staff's proposed schedule.

On February 25, 1999, Staff filed its implementation review (IR) together with its Motion to Close Docket. In its Motion, Staff stated that

RWC has implemented 41 of the 48 recommendations and that the other seven are scheduled for completion in 1999. Staff stated that no further activity in the case is expected and requested the Commission to close the case.

The Commission issued its Order Directing Filing on September 16, 1999, directing Staff to ascertain the status of the seven remaining recommendations and to obtain from RWC, for each recommendation not as yet implemented, a date certain for its implementation. On October 26, 1999, Staff responded and informed the Commission that two of the seven had been completed, that three more were "directly related to the Company's anticipated filing of an informal rate case in December 1999." The remaining two recommendations, Staff advised, "have an indefinite timetable."

Nothing further has been heard for four months. It is now time for Staff, once again, to advise the Commission on the status of the implementation of the five remaining recommendations.

IT IS THEREFORE ORDERED:

1. That the Staff of the Missouri Public Service Commission shall ascertain the current status of each of the five recommendations noted as being "in progress" in its Implementation Review filed on October 26, 1999, and report that status to the Commission in a pleading filed on or before April 1, 2000. Staff shall obtain from Raytown Water Company, and state in its report, a date certain for the implementation of each of the remaining five recommendations.

2. That this Order shall be effective on March 14, 2000.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

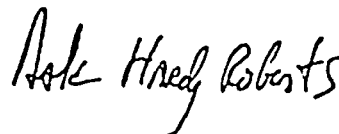
Kevin A. Thompson, Deputy Chief
Regulatory Law Judge, by delegation
of authority pursuant to 4 CSR
240-2.120(1), (November 30, 1995)
and Section 386.240, RSMo 1994.

Dated at Jefferson City, Missouri,
on this 3rd day of March, 2000.

**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 3rd day of March 2000.



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge