

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Cordney Jack Travis,)	
)	
Complainant,)	
)	
v.)	<u>File No. WC-2019-0324</u>
)	
Missouri-American Water Company,)	
)	
Respondent)	

ORDER SETTING PREHEARING CONFERENCE

Issue Date: July 17, 2019

Effective Date: July 17, 2019

On April 19, 2019, Cordney Jack Travis filed a complaint against Missouri-American Water Company. Thereafter, the Commission ordered its Staff to investigate and file a report. Staff filed its report on July 8, 2019.

Having received the complaint, an answer from Missouri-American Water Company, and Staff's report, this matter is ready to be set for hearing. In order to discuss a procedural schedule and *possible settlement or mediation* of this matter, the Commission will set a prehearing conference. For their convenience, the parties may appear by telephone as set out below.

THE COMMISSION ORDERS THAT:

1. The parties shall appear at a prehearing conference to be held on July 23, 2019, at 10:00 a.m. **Failure to appear at the conference without being excused may result in dismissal of the complaint in accordance with Commission Rule 4 CSR 240-2.090(5).**

2. The prehearing conference will convene in Room 305 of the Governor Office Building, 200 Madison Street, Jefferson City, Missouri 65102. The building meets accessibility standards required by the Americans with Disabilities Act. Any person who needs accommodations to participate in the conference or hearing shall contact the Commission, not later than the day before the conference. Such contact shall be through the Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711.

3. Any party that wants to participate in the prehearing conference by telephone may do so by dialing **877-820-7831** and entering access code **35666479#** at the time set for the beginning of the conference.

4. This order shall be effective when issued.

BY THE COMMISSION



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

Morris L. Woodruff
Secretary

Charles Hatcher, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 17th day of July, 2019.

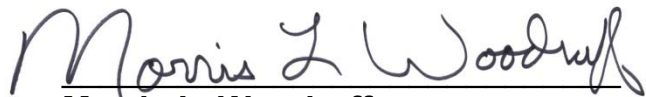
STATE OF MISSOURI

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 17th day of July 2019.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

July 17, 2019

File/Case No. WC-2019-0324

**Missouri Public Service
Commission**

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Cordney Jack Travis

Cordney J Travis
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**Missouri Public Service
Commission**

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**Missouri-American Water
Company**

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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.