



hearing,<sup>3</sup> including by stipulation and agreement.<sup>4</sup> The Commission's regulations on discovery are at 20 CSR 4240-2.090.

**THE COMMISSION ORDERS THAT:**

1. The Data Center of the Missouri Public Service Commission shall serve the complaint and notice on Respondent by certified mail as follows:

Charles W. Brune and Anna G. Brune  
DBA Brune Mobile Sales  
702 N. Parkview Dr.  
Perryville, MO 63775

And

913 N. Kingshighway  
Perryville, MO 65338

2. Charles W. Brune and Anna G. Brune, d/b/a Brune Mobile Sales, shall file an answer to the complaint no later than December 18, 2019.

3. 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 18<sup>th</sup> day of November, 2019.

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<sup>3</sup> Section 536.060, RSMo 2016.

<sup>4</sup> 20 CSR 4240-2.115.



**WILLIAM P. KENNEY**  
Commissioner

## ***Missouri Public Service Commission***

**SCOTT T. RUPP**  
Commissioner

**DANIEL Y. HALL**  
Commissioner

**RYAN A. SILVEY**  
Chairman

**MAIDA J. COLEMAN**  
Commissioner

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://psc.mo.gov>

### **Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style.

Morris L. Woodruff  
Secretary

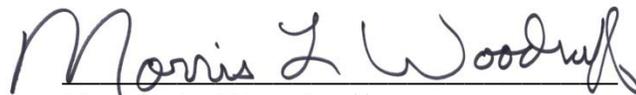
**STATE OF MISSOURI**

**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 18<sup>th</sup> day of November 2019.



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**November 18, 2019**

**File/Case No. MC-2020-0135**

**Missouri Public Service  
Commission**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel**

Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opc@opc.mo.gov

**Brune Mobile Sales**

Legal Department  
913 N Kingshighway  
Perryville, MO 63775

**Missouri Public Service  
Commission**

Lexi Klaus  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
Lexi.Klaus@psc.mo.gov

**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.