

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

Linda Beecham,)
)
 Complainant,)
)
 v.) **File No.: WC-2020-0181**
)
 Missouri-American Water Company,)
)
 Respondent.)

**ORDER GIVING NOTICE OF CONTESTED CASE
AND DIRECTING ANSWER**

Issue Date: December 23, 2019

Effective Date: December 23, 2019

On December 20, 2019, Linda Beecham (Complainant) filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (Company). A copy of the complaint accompanies this notice. This is a contested case¹ authorized by Section 386.390, RSMo 2016. Since the complaint alleges an amount in controversy exceeding \$3,000.00, this matter will be treated as a formal complaint and not as a small formal complaint case under Commission Rule 20 CSR 4240-2.070(15).

As required by Section 536.067(2)(f), RSMo 2016, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 20 CSR 4240-2.090. Under Commission Rule 20 CSR 4240-2.070(8), the Company shall have 30 days from the date of this notice to satisfy or file a response to the complaint. A copy of

¹ A “[c]ontested’ case means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing.” Section 536.010.4, RSMo 2016.

any response shall be served upon the Complainant at her address. The Commission will also direct the Staff of the Commission to investigate this complaint and file a report.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a written request for mediation, the Commission may suspend the schedule set forth in this order.

THE COMMISSION ORDERS THAT:

1. Missouri-American Water Company shall satisfy or file a response to this complaint no later than January 22, 2020.
2. The Staff of the Commission shall investigate and file a report on this complaint no later than February 6, 2020.
3. The Commission's Data Center shall send a copy of this notice and order and of the complaint by certified mail 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.

Dated at Jefferson City, Missouri,
on this 23rd day of December, 2019.



WILLIAM P. KENNEY
Commissioner

VACANT
Commissioner

Missouri Public Service Commission

RYAN A. SILVEY
Chairman

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

SCOTT T. RUPP
Commissioner

MAIDA J. COLEMAN
Commissioner

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.

Morris L. Woodruff
Secretary

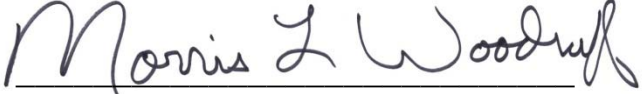
STATE OF MISSOURI

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 23rd day of December 2019.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

December 23, 2019

File/Case No. WC-2020-0181

**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
opcservice@opc.mo.gov

Linda Beecham

Linda Beecham
749 Liberty Village Dr
Florissant, MO 63031
lbeecham03@aol.com

**Missouri-American Water
Company**

Legal Department
727 Craig Road
St. Louis, MO 63141

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.