

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Linda Beecham,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No.: WC-2020-0181</u></b>
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

## ORDER SETTING PROCEDURAL CONFERENCE

Issue Date: March 9, 2020

Effective Date: March 9, 2020

On December 20, 2019, Linda Beecham filed a complaint against Missouri- American Water Company. (Missouri-American). On December 23, 2019, the Commission issued Order Giving Notice of Contested Case and Directing Answer. On January 22, 2020, Missouri-American filed an Answer to Complaint, and on March 6, 2020, the Commission's Staff filed a Staff Report describing the results of its investigation.

The Commission will schedule a conference to discuss the schedule and procedures needed to resolve Ms. Beecham's complaint. All parties must appear, either in person or by telephone.

### THE COMMISSION ORDERS THAT:

1. A procedural conference is scheduled for March 20, 2020, at 10:00 a.m., at the Commission's office at the Governor Office Building, 200 Madison Street, Jefferson City, Missouri, Room 305. This building meets accessibility standards required by the

Americans with Disabilities Act. If you need additional accommodations to participate in this conference, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 before the conference.

2. Any party may appear either in person or by telephone. Any appearance by telephone shall be made by dialing 1-650-479-3207, meeting number: 803-016-783 *followed by the pound (#) sign* at the designated prehearing time.

3. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in dark ink that reads "Morris L. Woodruff". The signature is fluid and cursive.

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 9<sup>th</sup> day of March, 2020.

**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 9<sup>th</sup> day of March 2020.**



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

**MISSOURI PUBLIC SERVICE COMMISSION**

**March 9, 2020**

**File/Case No. WC-2020-0181**

**Missouri Public Service  
Commission**

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**Linda Beecham**

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**Missouri Public Service  
Commission**

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**Missouri-American Water  
Company**

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**Missouri-American Water  
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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**

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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.