

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
JEFFERSON CITY  
November 5, 1999**

**CASE NO: SC-2000-256**

**Office of the Public Counsel**  
P.O. Box 7800  
Jefferson City, MO 65102

**General Counsel**  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102

**Capital Utilities, Inc.**  
P. O. Box 7017  
Jefferson City, MO 65102

**Jim Levin, Director**  
Center For Dispute Resolution  
206 Hulston Hall  
Columbia, MO 65211

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

**Sincerely,**



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

**Uncertified Copy:**

**Herbert Haneman**  
3003 Bluebird Hollow  
Sedalia, MO 65301

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

Herbert Hanneman,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. SC-2000-256</u>
	)	
Capital Utilities, Inc.,	)	
	)	
Respondent.	)	

**ORDER DIRECTING RESPONDENT TO FILE ANSWER**

On September 29, 1999, Herbert Hanneman filed a complaint with the Missouri Public Service Commission against Capital Utilities, Inc. (Capital Utilities) regarding a billing disagreement. The Commission issued a Notice of Complaint on October 1, providing 30 days for Capital Utilities to file an answer, or, in the alternative to file a request for mediation. On October 13, Capital Utilities filed a request for mediation. In response, on October 19, the Commission issued a notice directing Mr. Hanneman to accept or decline the offer to mediate by writing to the Commission. The notice also indicated that if Mr. Hanneman declined the mediation request or did not respond to the Notice within 15 days (November 4) the Commission would proceed with this case by requiring Capital Utilities to file its answer to the complaint.

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Mr. Hanneman has not responded to the Commission's notice. Therefore, the Commission will assume that he has declined the offer of mediation and will require Capital Utilities to answer the complaint.

**IT IS THEREFORE ORDERED:**

1. That no later than November 22, 1999, Capital Utilities shall file its answer to the Complaint of Herbert Hanneman.
2. That this order shall become effective on November 15, 1999.

**BY THE COMMISSION**



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

(S E A L)

Morris L. Woodruff, 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 5th day of November, 1999.

**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 05th day of November 1999.**



*Dale Hardy Roberts*

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