

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

Christy and Michael Scrivner,	)	
	)	
Complainants,	)	
	)	
v.	)	<b><u>Case No. SC-2008-0409</u></b>
	)	
House Springs Sewer Company,	)	
	)	
Respondent.	)	

**ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT**

Issue Date June 26, 2008

Effective Date: June 26, 2008

Christy and Michael Scrivner filed a formal complaint against House Springs Sewer Company ("HSSC") on June 25, 2008. On June 26, 2008, the Commission notified HSSC of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7).

The Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.<sup>1</sup> Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than one week after HSSC files its answer, which is due no later than July 28, 2008.

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<sup>1</sup> HSSC's answer period has just begun. However, 4 CSR 240-2.070(10) states that "[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint."

**IT IS ORDERED THAT:**

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Christy and Michael Scrivner's formal complaint against House Springs Sewer Company.
2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than one week after House Springs Sewer Company files its answer to Christy and Michael Scrivner's complaint.
3. This order shall become effective on June 26, 2008.

**BY THE COMMISSION**

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale  
Secretary

( S E A L )

Benjamin H. Lane, Regulatory Law  
Judge, by delegation of authority  
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 26th day of June, 2008.