

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

Golden Pond Homeowners Association,)	
)	
Complainant,)	
v.)	<u>File No. SC-2010-0204</u>
)	
Aqua Missouri, Inc.,)	
Respondent.)	

NOTICE OF COMPLAINT

Issue Date: January 12, 2010

Aqua Missouri, Inc.
221 Bolivar
Jefferson City, Missouri 65101

CERTIFIED MAIL

On January 11, 2010, Golden Pond Homeowners Association filed a complaint with the Missouri Public Service Commission against Aqua Missouri, Inc., a copy of which it enclosed. Pursuant to 4 CSR 240-2.070, Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the company be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainants are also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings shall be mailed to:

Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

A copy shall be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Dated at Jefferson City, Missouri
on this 12th day of January, 2010.

Jones, Senior Regulatory Law Judge

Copy to: Kerry Bush, Attorney at Law
1201 West Broadway
Columbia, Missouri 65203