

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

Rita Hill,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. WC-2011-0111</u></b>
	)	
Missouri-American Water Company	)	
	)	
Respondent.	)	

**ORDER GIVING NOTICE OF CONTESTED CASE, DIRECTING ANSWER  
AND DIRECTING STAFF INVESTIGATION**

Issue Date: October 26, 2010

Effective Date: October 26, 2010

On October 25, 2010, Rita Hill filed a complaint with the Commission against Missouri-American Water Company. A copy of the complaint accompanies this notice. This is a contested case<sup>1</sup> pursuant to Section 386.390, RSMo 2000, although the statutes and Commission regulations allow for a decision without a hearing.<sup>2</sup>

The Commission will set a deadline for Missouri-American to file an answer and a deadline for its Staff to complete an investigation and file a report. Because the Complainant is appearing pro se, the Commission will provide her with a copy of the Commission's procedural rules. The Commission's discovery rules are located at 4 CSR 240-2.090.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order, and a copy of the complaint, to Missouri-American Water Company at:

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<sup>1</sup> 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 Supp. 2009.

Legal Department  
Missouri-American Water Company  
727 Craig Road  
St. Louis, Missouri 63141

2. No later than November 29, 2010, Missouri-American Water Company shall file an answer to this complaint.

3. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than December 6, 2010.

4. The Commission's Data Center shall send a copy of this notice to the Complainant along with a copy of the Commission's procedural rules.

5. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Harold Stearley, Senior Regulatory Law Judge  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 26th day of October, 2010.

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<sup>2</sup> Sections 536.060 and 536.063, RSMo 2000; Commission Rule 4 CSR 240-2.115.