

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

|                                  |   |                                     |
|----------------------------------|---|-------------------------------------|
| In the Matter of Janice Shands,  | ) |                                     |
|                                  | ) |                                     |
| Complainant,                     | ) |                                     |
| v.                               | ) | <b><u>File No. WC-2015-0030</u></b> |
|                                  | ) |                                     |
| Missouri-American Water Company, | ) |                                     |
|                                  | ) |                                     |
| Respondent                       | ) |                                     |

**ORDER SETTING PREHEARING CONFERENCE**

Issue Date: November 25, 2014

Effective Date: November 25, 2014

Janice Shands filed a complaint against Missouri American Water Company. The company has filed its Answer. The Staff of the Commission has investigated the complaint and filed a Recommendation.

This matter is now at issue and a prehearing conference and procedural schedule are appropriate to ensure a prompt resolution. At the prehearing conference, the parties or their representatives should be prepared to discuss the nature of any discovery each will conduct and the interval necessary for its completion; the number of witnesses each expects to call at hearing; the number and nature of any exhibits each expects to offer at hearing; the anticipated length of the hearing; and, the current status of settlement negotiations. It is expected that the prehearing conference will provide an opportunity for the parties to further pursue settlement discussions.

The parties should particularly be prepared to discuss factual and legal disputes and what will be necessary for the Commission to find and conclude.

**THE COMMISSION ORDERS THAT:**

1. A prehearing conference shall be held on December 12, 2014, at the Wainwright State Office Building, 111 North 7<sup>th</sup> Street, Suite 105, St. Louis, Missouri from 8:30 until 9:30 a.m. The hearing will be held in a building that meets accessibility standards required by the Americans with Disabilities Act. If you need additional accommodations to participate in this public hearing, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.
2. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Kennard L. Jones, Senior Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 25th day of November, 2014.