BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

The Office of the Public Counsel,)
Complainant,)
V.) <u>File No. WC-2014-0138 <i>et al.</i></u>
Missouri American Water Company,)
Respondent.)

ORDER DIRECTING FILING

Issue Date: January 3, 2014 Effective Date: January 3, 2014

The Missouri Public Service Commission ("Commission") received a number of formal complaints filed against Missouri-American Water Company ("MAWC") regarding billing and customer service issues. On November 22, 2013, the Commission issued its *Order Consolidating Cases and Granting Extensions of Time*, which required Staff to file a report regarding its investigation of the allegations in the complaints no later than January 7, 2014. On January 3, 2014, Staff filed a request for an extension of time to file its report until March 7, 2014, due to the large volume of information it is required to review concerning all the consolidated complaints. The Commission will set a deadline for responses to Staff's request.

THE COMMISSION ORDERS THAT:

1. Any party wishing to respond to Staff's request for an extension of time may do so no later than January 9, 2014.

2. This order shall become effective immediately upon issuance.



BY THE COMMISSION

Morris L Wooduff

Morris L. Woodruff Secretary

Michael Bushmann, Regulatory Law Judge, by delegation of authority pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri, on this 3rd day of January, 2014.