BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

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

ORDER GRANTING EXTENSION OF TIME TO FILE STAFF REPORT

Issue Date: January 10, 2014 Effective Date: January 10, 2014

The Missouri Public Service Commission ("Commission") received a number of formal complaints filed against Missouri-American Water Company 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 set a deadline for responses to Staff's request, but no party responded or objected to the request. The Commission finds the request reasonable and will grant it.

THE COMMISSION ORDERS THAT:

1. The deadline for Staff to investigate and file its report regarding this matter is extended until no later than March 7, 2014.

2. This order shall become effective immediately upon issuance.

BY THE COMMISSION

Parris I Woodruff



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 10th day of January, 2014.