

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

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

**NOTICE OF COMPLAINT,
ORDER DIRECTING FILING
and
ORDER DIRECTING STAFF INVESTIGATION AND
FILING OF RECOMMENDATION**

Issue Date: August 5, 2014

Effective Date: August 5, 2014

On July 29, 2014, Janice Shands filed the attached complaint with the Missouri Public Service Commission against Missouri-American Water Company (Respondent).

Under Commission rule 4 CSR 240-2.070(7), Respondent shall have 30 days from the date of this notice to file a response to the complaint. Further, the Commission will direct the Staff of the Commission to investigate the complaint and to file a recommendation.

THE COMMISSION ORDERS THAT:

1. Missouri-American Water Company shall file a response to this complaint no later than September 4, 2014.
2. The Staff of the Commission shall file a recommendation no later than September 12, 2014.

3. This order shall become effective upon issuance.



BY THE COMMISSION

A handwritten signature in dark ink, reading "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 5th day of August, 2014.