

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Mrs. Walter L. Schwab,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. WC-2008-0106</u>
	)	
Missouri American Water,	)	
	)	
Respondent.	)	

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: October 17, 2007

Effective Date: October 17, 2007

Mrs. Walter L. Schwab (a/k/a Geraldine K. Schwab) filed a formal complaint against Respondent Missouri-American Water Company ("MAWC") on October 15, 2007. On October 17, 2007, the Commission notified MAWC of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7).

The Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.¹ Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than one week after MAWC files its answer, which is due no later than November 16, 2007.

¹ MAWC's answer period has just begun. However, 4 CSR 240-2.070(10) states that "[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint."

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Mrs. Walter L. Schwab's formal complaint against Missouri-American Water Company.
2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than one week after Missouri-American files its answer to Mrs. Schwab's complaint.
3. This order shall become effective on October 17, 2007.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Benjamin H. Lane, Regulatory Law
Judge, by delegation of authority
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 17th day of October, 2007.