

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.	)	

NOTICE OF COMPLAINT

Issue Date: October 17, 2007

Missouri-American Water Company
727 Craig Road
St. Louis, Missouri 63141-7114

CERTIFIED MAIL

On October 15, 2007, Complainant Mrs. Walter L. Schwab (a/k/a Geraldine K. Schwab) filed a formal complaint with the Missouri Public Service Commission against Respondent Missouri-American Water Company ("MAWC"), a copy of which is enclosed. Under Commission Rule 4 CSR 240-2.070(7), Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied. Since this notice is being issued on October 17, 2007, MAWC's response is due no later than November 16, 2007.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling period has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (including the answer, the notice of satisfaction of complaint, or request for mediation) shall be mailed to:

Secretary of the Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy of such pleadings shall be served upon the Complainant at her home address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', is written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

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

Lane, Regulatory Law Judge

Copy to: Mrs. Walter L. Schwab
3 Godwin Lane
St. Louis, Missouri 63124-1524