

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

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

**ORDER DIRECTING FILING**

Issue Date: July 21, 2014

Effective Date: July 21, 2014

The Missouri Public Service Commission received a number of formal complaints filed against Missouri-American Water Company regarding billing and customer service issues. The Office of the Public Counsel filed a status report on June 5, 2014, indicating that productive discussions are ongoing among the parties to negotiate an acceptable resolution of the matter. The Commission will require an updated status report.

**THE COMMISSION ORDERS THAT:**

1. The Office of the Public Counsel shall file a status report no later than July 31, 2014.

2. This order shall become effective immediately upon issuance.



**BY THE COMMISSION**

A handwritten signature in dark ink, reading "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

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

Dated at Jefferson City, Missouri,  
on this 21<sup>st</sup> day of July, 2014.