

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

Amanda BoClair,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. WC-2015-0074</u></b>
	)	
Missouri American Water Company,	)	
	)	
Respondent.	)	

**ORDER GIVING NOTICE OF CONTESTED CASE, DIRECTING ANSWER  
AND DIRECTING STAFF INVESTIGATION**

Issue Date: September 22, 2014

Effective Date: September 22, 2014

On September 22, 2014, Amanda BoClair (“Complainant”) filed a complaint with the Missouri Public Service Commission (“Commission”) against Missouri-American Water Company (“Respondent”). A copy of the complaint accompanies this notice. This is a contested case<sup>1</sup> pursuant to Section 386.390, RSMo 2000. Since the Complainant alleges an amount in dispute of less than \$3,000, this case will proceed under the small formal complaint process.<sup>2</sup>

The Commission will set a deadline for Respondent to file an answer. 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 or not the Complainant is also willing to submit to voluntary mediation.

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<sup>1</sup> A “[c]ontested case’ means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing.” Section 536.010.4, RSMo Supp. 2012.

<sup>2</sup> 4 CSR 240-2.070(15).

If 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 Complainant declines the opportunity to seek mediation, Respondent will be notified in writing that the tolling 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.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 4 CSR 240-2.090. The Commission will also set a deadline for its Staff to complete an investigation and file a report.

Complainant has alleged that her current water service is subject to immediate disconnection for non-payment of billing amounts in dispute in the complaint. The Commission will direct Respondent to comply with Commission Rule 4 CSR 240-13.070(6), which prohibits the discontinuance of residential service relative to amounts in dispute during the pendency of a complaint.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to Missouri-American Water Company at:

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

2. Missouri-American Water Company shall file an answer to this complaint or request for mediation no later than October 22, 2014, and serve a copy upon the

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

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

or filed using the Commission's electronic filing and information service.

3. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than November 19, 2014.

4. Missouri-American Water Company shall comply with Commission Rule 4 CSR 240-13.070(6) and refrain from discontinuing Complainant's residential service relative to any amounts in dispute under Complainant's complaint.

5. The Commission's Data Center shall send a copy of this notice and the Commission's procedural rules, 4 CSR 240-2, to the Complainant.

6. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



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 22<sup>nd</sup> day of September, 2014.