

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

Bertha Anderson,)
)
)
Complainant,)
)
)
vs.) File No. WC-2017-0251
)
)
Missouri-American Water Company,)
)
)
Respondent.)

ANSWER TO COMPLAINT

COMES NOW the Respondent, Missouri-American Water Company (“MAWC” or the “Company”), pursuant to the *Order and Notice of Contested Case* issued herein on March 30, 2017, and 4 C.S.R. 240-2.070, and for its Answer to the Complaint filed herein by Bertha Anderson (“Ms. Anderson”), respectfully states as follows to the Missouri Public Service Commission (“Commission”):

1. MAWC admits the allegations of paragraph one of Ms. Anderson’s complaint.
2. MAWC admits the allegations of paragraph two of Ms. Anderson’s complaint.
3. With regard to paragraph three of the complaint, MAWC admits that a contractor for the Metropolitan St. Louis Sewer District was working in the area on or about February 20, 2017, that there was a break in a MAWC pipeline, and that Ms. Anderson contacted an insurance company for MAWC; MAWC is without sufficient information to admit or deny the remaining allegations in paragraph three of the complaint.
4. With regard to paragraph four of the complaint, MAWC admits that Ms. Anderson contacted an insurance company for MAWC; MAWC denies that the insurance company failed to provide justification for denying Ms. Anderson’s claim, and

MAWC denies any wrongdoing or liability in connection with any damages sustained by Ms. Anderson; MAWC is without sufficient information to admit or deny the remaining allegations in paragraph four of the complaint.

5. MAWC denies all allegations of the complaint not admitted above, and MAWC admits no wrongdoing or liability in connection with the claim of Ms. Anderson.
6. In further response, MAWC asserts that the complaint fails to state a claim upon which relief may be granted and should be dismissed, in that the allegations of Ms. Anderson, even if taken as true, fail to establish any violation by MAWC of any law under the Commission's jurisdiction or of any Commission rule or order, and the Commission is unable to grant the requested relief.

WHEREFORE, having fully answered, MAWC requests that Ms. Anderson's complaint be dismissed, or that summary determination be issued in favor of MAWC and against Ms. Anderson. MAWC requests such other and further relief as is just and proper under the circumstances.

Respectfully submitted,

BRYDON, SWEARENGEN & ENGLAND, P.C.

By: *s/ Diana C. Carter*
Diana C. Carter MBE#50527
312 E. Capitol Avenue
P. O. Box 456
Jefferson City, Missouri 65102
Phone: (573) 635-7166
Fax: (573) 635-3847
E-mail: dcarter@brydonlaw.com

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been sent by electronic mail on this 1st day of May, 2017, to the Commission Staff and the Office of the Public Counsel, and by U.S. mail, postage prepaid, to the Complainant.

s/ Diana C. Carter