

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

Natasha Jones,	)	
	)	
Complainant,	)	
	)	
v.	)	File No. WC-2018-0110
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

**SETTLEMENT AGREEMENT AND NOTICE OF DISMISSAL WITH PREJUDICE**

COME NOW the Complainant, Natasha Jones ("Ms. Jones" or "Complainant"), and the Respondent, Missouri-American Water Company ("MAWC" or "Company") (collectively, the "Parties"), and in full and complete settlement of Ms. Jones' Complaint filed herein, the Parties stipulate and agree as set forth below. Additionally, with this Settlement Agreement and Notice of Dismissal with Prejudice, the Parties notify the Missouri Public Service Commission ("Commission") that this matter has been resolved and that no further action is required by the Commission.

1. On October 26, 2017, Ms. Jones filed a formal complaint against MAWC alleging that she had been billed improperly while she resided at [REDACTED]

2. In the interest of settlement and compromise, MAWC will provide a leak adjustment [REDACTED] with regard to the service provided to Ms. Jones at the [REDACTED] address.

3. Ms. Jones stipulates and agrees that [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

4. Ms. Jones covenants and agrees to pay said \$826.46 to MAWC utilizing an installment payment plan, with a minimum of \$50 being paid each month. The first payment under the installment payment plan shall be made by June 15, 2018. Subsequent payments thereafter shall be made by the 15<sup>th</sup> of each month beginning July 15, 2018, until the \$826.46 is paid in full.

5. Ms. Jones now resides at [REDACTED] St. Louis, Missouri. As of May 31, 2018, \$212.84 is due and owing to MAWC for service provided through March 29, 2018, at the Pepper Ridge address.

6. The account for service at the [REDACTED] address shall be paid under Jones' name, and the past due amount of \$626.46 related to [REDACTED] address shall be transferred to Ms. Jones' account for the Pepper Ridge address.

7. The due dates for payments under the installment payment plan (related to the [REDACTED] address) and the due dates for payments for service at the [REDACTED] address likely will not be synchronized.

8. Ms. Jones understands and acknowledges that she is responsible for timely making all payments under the installment payment plan as required (related to the [REDACTED] address) and also for bringing the account current for service at the Pepper Ridge address and keeping her payments current for said service. Ms. Jones understands that she will likely receive two bills: one for the installment plan (Empire address) and one for the current service (Pepper Ridge address).

9. If all payments under the installment payment plan are not made as required, the installment payment plan will be considered in default and will be deactivated. If either the payments under the installment payment plan are not made as required (related to the Empire address) and/or payment for service at the Pepper Ridge address is not brought and kept current,

**CERTIFICATE OF SERVICE**

I hereby certify that the foregoing document was filed in EFIS on this 6<sup>th</sup> day of July, 2018, with notification of the same sent to all counsel of record. A copy was also sent, on this date and by U.S. mail, postage prepaid, to the Complainant.

Diana C. Carter

water service at the Pepper Ridge address may be discontinued pursuant to applicable law and  
Commission rules.

10. In the event it becomes necessary for water service to be discontinued due to nonpayment, Ms. Jones understands and acknowledges that she will be required to pay all outstanding balances in full, plus a reconnection fee, before water serviced will be scheduled to be restored during regular work hours.

11. Payments may be made through MAWC's website or by phone. Otherwise, all payments should be mailed to the following address:

Missouri-American Water Company  
P.O. Box. 790247  
St. Louis, MO 63179-0247

To ensure proper posting of payments, the account number should be included on all remittances.

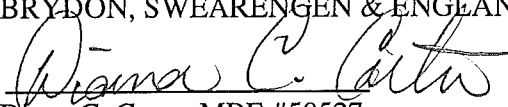
12. By execution of this Settlement Agreement and Notice, Ms. Jones dismisses her formal complaint against MAWC with prejudice, the matter being fully settled.

WHEREFORE, the Parties stipulate and agree as set forth above, and Ms. Jones hereby dismisses her complaint with prejudice.

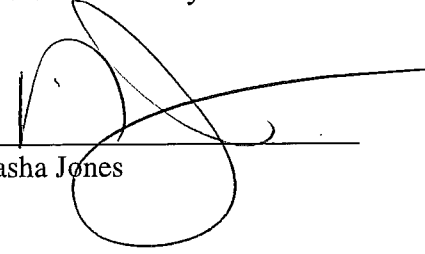
Attorneys for MAWC:

BRYDON, SWEARENGEN & ENGLAND, P.C.

By:

  
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

Complainant:

  
Natasha Jones