

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Michelle Goad,

Complainant,

v.

Missouri-American Water Company,

Respondent.

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**File No. WC-2023-0142**

## NOTICE OF COMPLAINT AND ORDER DIRECTING RESPONSE

Issue Date: October 26, 2022

Effective Date: October 26, 2022

On October 25, 2022, Michelle Goad (Complainant) filed a formal complaint with the Commission against Missouri-American Water Company (MAWC). A copy of the complaint accompanies this notice. Complaints filed with the Commission pursuant to Section 386.390, RSMo (Supp. 2020), constitute a contested case, and are governed by Commission Rules regarding discovery and procedure.<sup>1</sup>

MAWC will have 30 days from the date of this notice to file a response to the complaint, as provided by Commission Rule 20 CSR 4240-2.070(8). A copy of the response shall be served upon Complainant.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a written request for mediation, the Commission may suspend the deadlines set forth in this order.

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<sup>1</sup> Commission rules governing practice and procedure before the Commission are published in the Code of State Regulations at 20 CSR 4240, Chapter 2. Discovery is specifically addressed at 20 CSR 4240-2.090.

**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 MAWC at:

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

2. MAWC shall file an answer to this complaint or request for mediation no later than November 28, 2022, and serve a copy upon the Complainant.

3. 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 (EFIS).

4. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style.

Morris L. Woodruff  
Secretary

Kenneth J. Seyer, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 26<sup>th</sup> day of October, 2022.



## ***Missouri Public Service Commission***

**MAIDA J. COLEMAN**  
Commissioner

**RYAN A. SILVEY**  
Chairman

**JASON R. HOLSMAN**  
Commissioner

**SCOTT T. RUPP**  
Commissioner

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://psc.mo.gov>

**GLEN KOLKMEYER**  
Commissioner

### **Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

Morris L. Woodruff  
Secretary

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

**I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 26<sup>th</sup> day of October, 2022.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**October 26, 2022**

**File/Case No. WC-2023-0142**

**Missouri Public Service  
Commission**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel**

Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opcservice@opc.mo.gov

**Michele A. Goad**

Michele A Goad  
8407 Eulalie Ave.  
St. Louis, MO 63144  
michele.goad@gmail.com

**Missouri-American Water  
Company**

Legal Department  
727 Craig Road  
St. Louis, MO 63141

***Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).***

***Sincerely,***



**Morris L. Woodruff  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.