

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

Sarah Nangle,)	
)	
Complainant,)	
)	
v.)	File No. WC-2021-0227
)	
Missouri-American Water Company,)	
)	
Respondent.)	

**MISSOURI-AMERICAN WATER COMPANY’S
SECOND RESPONSE TO STAFF REPORT**

Comes now Missouri-American Water Company (“MAWC” or “Company”) and filed its response to the Missouri Public Service Commission (“Commission”) Staff (“Staff”) Report and in support states as follows:

1. On January 31, 2023, the Staff filed its Staff Report wherein it concluded, among other matters, Staff’s investigation uncovered no evidence of overbilling by MAWC.
2. Staff further recommended that MAWC take the necessary action to recover the remaining balance that is not in dispute from Ms. Nangle.
3. On February 15, 2023, MAWC filed a Response to Staff Report stating it agrees to follow Staff’s recommendation and to pursue the amount not in dispute, however given the length of time this complaint has been pending, MAWC proposes to work with Staff on determining the appropriate amount and time period to collect such charges in order to implement its recommendation.
4. MAWC has since met with Staff to discuss this recommendation.
5. MAWC also submitted a letter to Ms. Nangle requesting payment of undisputed amount.

6. After receipt of that letter, Ms.Nangle submitted a payment to MAWC. MAWC is satisfied with the payment at this time and believes it falls within the requirements of 20 CSR 4240-13.045 (6), and does not believe further action is necessary at this time outside of the Complaint case.
7. Counsel for MAWC spoke with Staff counsel and both agree that Staff's recommendation has been satisfied.

Wherefore MAWC asks the Commission to accept this Second Response to Staff Report and any such relief the Commission deems appropriate.

Respectfully submitted,

MISSOURI-AMERICAN WATER COMPANY

/s/ Rachel L. Niemeier

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CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic mail or U.S. Mail on May 19, 2023 to the following:

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