

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

Cyndi Nealon,)	
)	
Complainant,)	
)	
v.)	File No. WC-2023-0273
)	
Missouri-American Water Company,)	
)	
Respondent.)	

**MISSOURI-AMERICAN WATER COMPANY'S
REQUEST FOR MEDIATION IN LIEU OF FILING AN ANSWER**

COMES NOW the Respondent, Missouri-American Water Company (“MAWC” or “Company”), pursuant to the 20 C.S.R. 4240-2.125(2), and for its *Request for Mediation in Lieu of Filing an Answer*, respectfully states as follows to the Missouri Public Service Commission (“Commission”):

1. Ms. Nealon (“Ms. Nealon” or “Complainant”) filed a formal complaint (“Complaint”) with the Commission on February 28, 2023.
2. On March 3, 2023, the Commission issued an *Order Giving Notice of Case Filing, Directing Filing of Answer and Directing Staff Investigation* giving the Company until April 3, 2023 to file its Answer. This filing is intended to comply with that Order.
3. MAWC believes this matter is appropriate for mediation and therefore requests the Commission appoint a presiding officer to this matter to mediate the dispute between Complainant and MAWC, pursuant to 20 C.S.R. 4240-2.125(2)(B).
4. MAWC further requests that all timelines cease and be tolled pending the completion of the mediation process, pursuant to 20 C.S.R. 4240-2.125(2)(C). This would include tolling the time for the Company to file its Answer and any response to data requests propounded by Staff, as well as tolling any requirement that the Commission Staff file a report prior to

the completion of the mediation process.

WHEREFORE, MAWC requests that the Commission accept this Request for Mediation in Lieu of Filing an Answer and to toll all of the time limitations in this matter until completion of the mediation process, and further relief as is just and proper under the circumstances.

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 on April 3, 2023, to the following:

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