

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

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

RESPONSE TO STAFF’S RECOMMENDATION

COMES NOW the Respondent, Missouri-American Water Company (“MAWC” or “Company”), and its Response to Staff’s recommendation, and 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 June 5, 2023, the Staff of the Commission’ (“Staff”) filed its Recommendation and Memorandum in support of its recommendation.
3. MAWC agrees with Staff that the Commission does not have authority to award the damages Ms. Nealon seeks in this Complaint.
4. The Company disagrees with Staff’s conclusion that it violated any tariff, statute or Commission rule in its approach to this situation.

WHEREFORE, MAWC requests that the Commission accept this Response 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 or U.S. Mail on June 15, 2023 to the following:

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