

## Thoenen, Cindy

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**From:** Aslin, Casi  
**Sent:** Monday, March 01, 2021 8:18 AM  
**To:** Data Center  
**Subject:** FW: Order issued for Case No. WC-2021-0227 (Delegation)

Could you please file this email in WC-2021-0227 on behalf of Dr. Nangle? Thanks!

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**From:** sarah nangle <sarahnangle@hotmail.com>  
**Sent:** Thursday, February 25, 2021 2:38 PM  
**To:** EFIS Messenger <EFIS.EFIS@psc.mo.gov>  
**Cc:** Antal, Alexander <Alexander.Antal@psc.mo.gov>; Woodruff, Ashley <Ashley.Woodruff@psc.mo.gov>; Kenney, Bill <Bill.Kenney@psc.mo.gov>; brian.lagrand@amwater.com; Ketchum, Charlene <Charlene.Ketchum@psc.mo.gov>; Voss, Cherlyn <cherlyn.voss@psc.mo.gov>; Kempker, Christy <Christy.Kempker@psc.mo.gov>; Thoenen, Cindy <Cindy.Thoenen@psc.mo.gov>; Hogue, Donna <Donna.Hogue@psc.mo.gov>; Arens, Heather <Heather.Arens@psc.mo.gov>; Burton-Aro, Holly <Holly.Burton-Aro@psc.mo.gov>; Keely, Jackie <Jackie.Keely@psc.mo.gov>; Holsman, Jason <Jason.Holsman@psc.mo.gov>; Wells, Jennie <Jennie.Wells@psc.mo.gov>; Kliethermes, Kayla <Kayla.Kliethermes@psc.mo.gov>; Thompson, Kevin <kevin.thompson@psc.mo.gov>; Burton, Kim <Kim.Burton@psc.mo.gov>; Happy, Kim <kim.happy@psc.mo.gov>; Manning, Kristy <Kristy.Manning@psc.mo.gov>; Alexander, Lorie <Lorie.Alexander@psc.mo.gov>; Coleman, Maida <Maida.Coleman@psc.mo.gov>; marc.poston@opc.mo.gov; Oligschlaeger, Mark <mark.oligschlaeger@psc.mo.gov>; Anderson, Melissa <melissa.anderson@psc.mo.gov>; Woodruff, Morris <morris.woodruff@psc.mo.gov>; Dippell Wahrenbrock, Nancy <Nancy.Dippell@psc.mo.gov>; opcservice@opc.mo.gov; Massman, Rodney <Rodney.Massman@psc.mo.gov>; Pridgin, Ron <ron.pridgin@psc.mo.gov>; Silvey, Ryan <Ryan.Silvey@psc.mo.gov>; Rupp, Scott <Scott.Rupp@psc.mo.gov>; Brueggemann, Shelley <shelley.brueggemann@psc.mo.gov>; SCO/Chief Staff Counsel - Service <staffcounselservice@psc.mo.gov>; timothy.luft@amwater.com; Goose, Valerie <Valerie.Goose@psc.mo.gov>; Clark, John <John.Clark@psc.mo.gov>; Busch, Jim <jim.busch@psc.mo.gov>; Harris, Andrew <Andrew.Harris@psc.mo.gov>; Fontaine, Sarah <Sarah.Fontaine@psc.mo.gov>; Glasgow, Scott <Scott.Glasgow@psc.mo.gov>; King, Contessa <contessa.king@psc.mo.gov>; Aslin, Casi <Casi.Aslin@psc.mo.gov>; Binkley, Traci <Traci.Binkley@psc.mo.gov>; Craig, Pamela <pamela.craig@psc.mo.gov>; Johnson, Mark <Mark.Johnson@psc.mo.gov>; Pierce, Melissa <Melissa.Pierce@psc.mo.gov>; Vaught, Dianna <dianna.vaught@psc.mo.gov>  
**Subject:** Re: Order issued for Case No. WC-2021-0227 (Delegation)

Hello again,

I called when I received a similar legal document last month (don't remember the date) and spoke with a gentleman at length and I agreed in that phone call to the remediation because that is literally what I requested. He explained to me that I did not need to do anything further at that point except wait for the investigator to contact me (he even told me the inspectors name) and that investigator would schedule a time to inspect my house. So I have, again, been waiting weeks for the water company to plan the inspection.

I have not received any correspondence until these emails yesterday.

I have also had the same phone number for over 20 years and use it throughout the day at work. I've had this email for over 20 years and check it throughout the say.

I've been trying to get help to resolve this issue with the water company for over a year and have spent most of it, often months at a time, waiting for the water company to respond.

I'm still waiting and adamantly deny any suggestion that I have 'failed to timely respond to anything' especially in light of the water companies refusal to respond appropriately if at all to issues with my water for over a year.

DrNangle  
504-723-6930  
[sarahnangle@hotmail.com](mailto:sarahnangle@hotmail.com)  
11 Lake Forest Drive  
Richmond Heights MO 63117

Sent from my iPhone

On Feb 24, 2021, at 2:30 PM, [efis.messenger@psc.mo.gov](mailto:efis.messenger@psc.mo.gov) wrote:

**\*\*\*\*\* Please do not reply to EFIS Messenger. Replies to this computer generated e-mail are routed to an unmonitored mailbox. \*\*\*\*\***

**Case No:** WC-2021-0227

**Style of Case:** Sarah Nangle, Complainant v. Missouri-American Water Company, Respondent

**Description of Order/Notice:** Second Order Directing Response to Mediation Request

**Effective Date of Order:** 2/24/2021

**Date Filed:** 2/24/2021 2:30:50 PM

**Please be advised that the Commission reserves the right to refuse or reject filings that contain deficiencies.**