

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

Michelle A. Goad,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. WC-2023-0142</u></b>
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

**ORDER ADOPTING PROCEDURAL SCHEDULE**

Issue Date: June 9, 2023

Effective Date: June 9, 2023

On April 28, 2023, the Commission ordered the Staff of the Commission (Staff) to file a joint proposed procedural schedule on behalf of all of the parties. Staff did so on May 19, 2023, including procedures related to Complainant Michelle Goad representing herself.

The Commission has reviewed the proposed procedural schedule and procedures, finds them reasonable, and will adopt them. In addition, the Commission will add various procedural filings and requirements to the schedule.

**THE COMMISSION ORDERS THAT:**

1. The following procedural schedule is established:

Direct Testimony (optional for Complainant) -	September 1, 2023
Rebuttal Testimony (optional) -	September 22, 2023
List of Issues, Order of Witnesses, Order of Cross-Examination, Order of Opening Statements, List of Exhibits -	October 16, 2023

2. The hearing shall be held at the Commission's office at the Governor Office Building, Room 310, 200 Madison Street, Jefferson City, Missouri. This building meets accessibility standards required by the Americans with Disabilities Act. If you need additional accommodations to participate in this hearing, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 before the hearing.

3. The parties shall comply with the following procedural requirements:
- (A) For written testimony, all parties must comply with the requirements of Commission Rule 20 CSR 4240-2.130 for prepared testimony, including the requirement that testimony be filed on line-numbered pages.
  - (B) Ms. Goad may offer her complaint as a prefiled testimony exhibit without the line-numbering requirement of the previous paragraph.
  - (C) Ms. Goad may present live additional direct testimony herself or via other witnesses during the evidentiary hearing. Missouri-American Water Company may present live additional rebuttal testimony during the evidentiary hearing.
  - (D) For any data requests propounded on or after September 22, 2023, responses to data requests shall be made within five calendar days and objections or notice of need for more time respond to data requests shall be made with two business days.
  - (E) Although not all parties may agree upon how each issue should be described or on whether a listed issue is in fact a proper issue in this case, the parties shall agree upon and file a list of the issues to be heard, the witnesses to appear on each day of the hearing, the order in which they will be called, and the order of cross-examination for each witness. The Commission will view any issue not contained in this list of issues as not requiring resolution by the Commission.
  - (F) All pleadings, briefs, and amendments shall be filed in accordance with Commission Rule 20 CSR 4240-2.080.
  - (G) If part of the testimony or documents are prefiled and served upon the parties before a hearing, a party need only provide a copy of the testimony

or document to the court reporter to be marked as an exhibit at the hearing. If not prefiled and served upon the parties, then a party who has a document marked for use at the hearing shall have sufficient copies of the document to provide a copy not only to the court reporter, but also to each Commissioner, the presiding officer, and counsel for each other party.

(H) Exhibit numbers are assigned in the following manner:

Michelle Goad	1-99
Missouri-American Water Company	100-199
Commission Staff	200-299

(I) Each party shall prepare a list of its pre-filed, pre-marked exhibits and file a copy of that list in the EFIS file. Exhibits that may be offered during cross-examination, but which have not been prefiled, need not be included on the list. However, when those documents are offered during the hearing, they will be assigned a number from that party's number group.

4. This order is effective when issued.



**BY THE COMMISSION**

*Nancy Dippell*

Nancy Dippell  
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 9<sup>th</sup> day of June, 2023.

**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 9<sup>th</sup> day of June, 2023.**



*Nancy Dippell*

**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**June 9, 2023**

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

**Missouri Public Service  
Commission**

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

***Sincerely,***



**Nancy Dippell  
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.