

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 14<sup>th</sup> day of June, 2023.

Janelle Johnson, )  
 )  
 Complainant, )  
 )  
 v. )  
 )  
 The Raytown Water Company, )  
 )  
 Respondent )

**File No. WC-2023-0240**

**ORDER DISMISSING COMPLAINT FOR FAILURE TO ACT**

Issue Date: June 14, 2023

Effective Date: July 14, 2023

On January 24, 2023, Janelle Johnson filed a complaint against The Raytown Water Company. The complaint filing contained only the final page of the Commission’s complaint form – which included Ms. Johnson’s signature, email contact information, and a statement that she had contacted the utility.

On January 25, 2023, the Commission issued a Notice of Deficiency informing Ms. Johnson of the need to complete her filing. No response was received. On April 28, 2023, the Commission issued an Order to Show Cause. The Order to Show Cause directed Ms. Johnson to reply if she did not want this case dismissed due to a lack of activity. No response was received.

Commission Rule 20 CSR 4240-2.116(2) provides that a case may be dismissed for lack of prosecution, if no action has occurred in the case for 90 days. No filings by Ms.

Johnson have been made since January 24, 2023. Because Ms. Johnson has taken no action in the case for over 90 days, the Commission will dismiss this case.

Complainant may re-file her complaint at any time. Such filing will be assigned a different file number and the complaint process will begin anew.

**THE COMMISSION ORDERS THAT:**

1. This Complaint is dismissed pursuant to Rule 20 CSR 4240-2.116(2).
2. This order shall become effective on July 14, 2023.
3. This file shall close on July 15, 2023.



**BY THE COMMISSION**

*Nancy Dippell*

Nancy Dippell  
Secretary

Hatcher, Senior Regulatory Law Judge

Rupp, Chm., Coleman, Holsman, Kolkmeier  
and Hahn CC., concur.

[Empty lined box for additional information]

8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

I have contacted the Raytheon Co. company as well as the Board of Directors

1/17/2023  
Date

Janelle Johnson  
Signature of Complainant

816 506-2394  
Complainant's Phone Number

Janelle Johnson  
Complainant's Printed Full Name

\_\_\_\_\_  
Alternate Contact Number

jsoybonita@gmail.com  
Complainant's E-mail Address

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.

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



*Nancy Dippell*  
\_\_\_\_\_  
**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**June 14, 2023**

**File/Case No. WC-2023-0240**

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**Raytown Water Company, The**  
Legal Department  
10017 E. 63rd Street  
Raytown, MO 64133

**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.