

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

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

ORDER DIRECTING RESPONDENT TO FILE AN ANSWER

Issue Date: April 12, 2023

Effective Date: April 12, 2023

On February 28, 2023, Cyndi Nealon filed a complaint with the Commission against Missouri-American Water Company (MAWC). On March 3, 2023, the Commission issued its *Order Giving Notice of Contested Case and Directing Answer to Complaint*, giving MAWC until April 3, 2023 to file its Answer. On April 3, MAWC filed *Missouri-American Water Company’s Request for Mediation In Lieu of Filing and Answer*. On April 5, 2023, the Commission issued an order directing Ms. Nealon to respond to MAWC’s request for mediation no later than April 13, 2023.

On April 10, 2023, Ms. Nealon filed her response agreeing to MAWC’s request for mediation, but on April 11, 2023, she filed a pleading withdrawing her agreement. With no present agreement to engage in mediation, the Commission will direct MAWC to file an answer to the Complaint.

THE COMMISSION ORDERS THAT:

1. Missouri-American Water Company shall file an answer to Cyndi Nealon's complaint no later than April 19, 2023.
2. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Ross Keeling, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 12th day of April, 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 12th day of April, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

April 12, 2023

File/Case No. WC-2023-0273

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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**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.