

**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 RESPONSE TO REQUEST FOR MEDIATION

Issue Date: April 5, 2023

Effective Date: April 5, 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 Case Filing, Directing Filing of Answer and Directing Staff Investigation*, 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 an Answer*. That request asks the Commission to appoint a presiding officer to this matter to mediate the dispute between MAWC and Ms. Nealon, and to toll all of the time limitations in this matter until completion of the mediation process.

The Commission will direct Cyndi Nealon to respond to MAWC's request for mediation.

THE COMMISSION ORDERS THAT:

1. Cyndi Nealon shall respond to MAWC's request for mediation no later than April 13, 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 5th 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 5th day of April, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

April 5, 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.