

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Brian Birdnow,

Complainant,

v.

Missouri-American Water Company,

Respondent

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**File No. WC-2024-0013**

## ORDER DIRECTING RESPONSE TO MEDIATION REQUEST

Issue Date: August 22, 2023

Effective Date: August 22, 2023

On July 24, 2023, Brian Birdnow filed a complaint with the Commission against Missouri-American Water Company (MAWC). On July 25, 2023, the Commission issued an *Order Giving Notice of Contested Case, Directing Answer, and Directing Staff Response*, which also explained how to request mediation. Mediation is an informal method of dispute resolution in which the parties voluntarily agree to participate, if mediation is unsuccessful the case returns to the contested case track. No party relinquishes any rights by agreeing to participate in mediation. MAWC filed a request for mediation on August 22, 2023.

The Commission will direct Brian Birdnow to state whether he agrees to mediation of the formal complaint.

### THE COMMISSION ORDERS THAT:

1. No later than August 31, 2023, Brian Birdnow shall respond to MAWC's mediation request and state whether he agrees to enter into mediation.

2. All procedural deadlines are stayed until the Commission rules on MAWC's mediation request.

3. This order is effective when issued.



**BY THE COMMISSION**

*Nancy Dippell*

Nancy Dippell  
Secretary

John T. Clark, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 22nd day of August 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 22<sup>nd</sup> day of August, 2023.**



*Nancy Dippell*

**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**August 22, 2023**

**File/Case No. WC-2024-0013**

**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.