

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

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

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: December 8, 2022

Effective Date: December 8, 2022

On October 25, 2022, Michelle Goad (Complainant) filed a formal complaint with the Commission against Missouri-American Water Company (MAWC). On November 28, 2022, MAWC filed its *Answer*.

In accordance with the Commission's procedural rules, the Commission will direct the Staff of the Commission (Staff) to investigate this complaint and file its report detailing its findings and recommendations.

THE COMMISSION ORDERS THAT:

1. Staff shall investigate this complaint and file a report detailing its findings and recommendations, or request for an extension of time within which to file its report, no later than January 6, 2023.
2. Any party responding to Staff's report shall do so no later than January 17, 2023.
3. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Kenneth J. Seyer, Regulatory Law Judge,
by delegation of authority under
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 8th day of December, 2022.

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 8th day of December, 2022.**




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

December 8, 2022

File/Case No. WC-2023-0142

**Missouri Public Service
Commission**

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

Sincerely,



**Morris L. Woodruff
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.