

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Sarah Nangle,	)	
	)	
Complainant,	)	
	)	<b><u>File No. WC-2021-0227</u></b>
v.	)	
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

## ORDER ENDING SUSPENSION OF THE PROCEDURAL SCHEDULE

Issue Date: October 14, 2022

Effective Date: October 14, 2022

On January 19, 2021, Sarah Nangle filed a complaint with the Commission against Missouri-American Water Company (MAWC). On March 8, 2021, the Commission suspended the complaint's procedural schedule pending the outcome of mediation. The mediator filed a notice on October 6, 2022, that the parties were at an impasse and mediation was terminated.

Commission Rule 20 CSR 4240-2.070(15)(G) provides that a recommended report and order be issued within 100 days following the filing of a complaint in a small formal complaint case. MAWC has not yet filed an answer to the complaint, and the Staff of the Commission (Staff) has not yet filed a Staff Report. In the Commission's experience additional time will be needed to issue an order resolving this complaint. Accordingly, the Commission finds good cause to extend the 100 day deadline to provide a reasonable opportunity for investigation by the parties and an evidentiary hearing.

The Commission will order MAWC to answer the complaint and direct Staff to file a recommendation about the complaint.

**THE COMMISSION ORDERS THAT:**

1. The suspension of the procedural schedule is ended.
2. The Commission finds good cause to extend the 100 day requirement of Commission Rule 20 CSR 4240-2.070(15)(G).
3. MAWC shall file an answer to Sarah Nangle's complaint no later than November 1, 2022.
4. Staff shall file a recommendation about the complaint no later than December 2, 2022.
5. This order is effective when issued.



**BY THE COMMISSION**

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

Morris L. Woodruff  
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 14<sup>th</sup> day of October, 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 14<sup>th</sup> day of October, 2022.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**October 14, 2022**

**File/Case No. WC-2021-0227**

**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,**



**Morris L. Woodruff  
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.