

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

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

**STAFF REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission ("Staff"), by and through undersigned counsel, and submits its *Staff Report*.

1. On January 19, 2021, Sarah Nangle filed a formal complaint with the Missouri Public Service Commission against Missouri-American Water Company (MAWC). Dr. Nangle disputes high bills for service by MAWC at her residence and complains that MAWC drafted a payment from her bank account without authorization. Staff has investigated and determined that Dr. Nangle's complaints are without merit.

2. On March 8, 2021, the matter entered mediation and the Commission suspended the 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.

3. On October 14, 2022, the Commission issued its *Order Ending Suspension of the Procedural Schedule*. The Order directed Staff to file a recommendation no later than December 2, 2022. On December 1, 2022, the Commission granted Staff an extension to file its recommendation no later than January 31, 2023.

4. Having concluded its investigation, Staff offers its *Report of the Staff*, which details Staff's investigation and analysis, and is attached hereto as Appendix A (*Report of the Staff*). Staff concludes that Dr. Nangle's complaints are without merit. In summary, Staff concludes that Dr. Nangle's usage amounts and patterns are consistent with a home with landscaping irrigation and that Dr. Nangle initiated the auto-pay arrangement that led to MAWC drafting a payment from her account. Staff concludes that MAWC has not violated any applicable statutes, Commission rules or regulations, or Commission-approved MAWC Tariffs related to Dr. Nangle's complaint. However, Staff did find that Dr. Nangle is in violation of Commission regulations that require a customer that disputes a bill to nonetheless pay the amount not in dispute, as further detailed in Staff's *Report*. Dr. Nangle has made no payments since September 28, 2020, although she has continued to receive service since that time. Likewise, by not taking any action to collect the undisputed amount from Dr. Nangle, MAWC has violated Section 393.130.2, RSMo. Staff is not pursuing these violations at this time, but expects the parties to correct their conduct in the future.

5. Staff's findings and analysis in the attached *Report of the Staff* more fully explain the circumstances that led Staff to make these conclusions.

**WHEREFORE**, Staff respectfully submits this *Report of the Staff* for the Commission's information and consideration and any other relief it deems just.

Respectfully submitted,

/s/ Kevin A. Thompson

**Kevin A. Thompson**

Chief Staff Counsel

Missouri Bar No. 36288

P. O. Box 360

Jefferson City, MO 65102

(573) 751-6514 (Telephone)

(573) 751-9285 (Fax)

[don.casper@psc.mo.gov](mailto:don.casper@psc.mo.gov)

Attorney for the Staff of the  
Missouri Public Service Commission

### **CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 31<sup>st</sup> day of January, 2023, to all counsel of record.

/s/ Kevin A. Thompson