

**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 THE PARTIES TO FILE A PROPOSED
PROCEDURAL SCHEDULE**

Issue Date: June 16, 2023

Effective Date: June 16, 2023

On February 28, 2023, Cyndi Nealon filed a complaint with the Commission against Missouri-American Water Company (MAWC). MAWC answered the complaint on April 19, 2023, and Staff filed its report and recommendation on June 5, 2023, recommending that the Commission find that MAWC has violated its statutory duty to provide safe and adequate service, as mandated by Section 383.130.1, RSMo, and denying Ms. Nealon’s negligence claims.

On June 15, MAWC filed its response to Staff’s recommendation, disagreeing with Staff’s conclusion that it violated any statute or Commission rule, and agreeing that the Commission has no authority to award the damages Ms. Nealon seeks in her complaint.

More than ten days have passed and no other party has responded to Staff’s report. It is now appropriate to proceed with Ms. Nealon’s case. Therefore, the parties shall consult with one another and submit a proposed procedural schedule.

THE COMMISSION ORDERS THAT:

1. The parties shall jointly file a proposed procedural schedule no later than July 1, 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 16th day of June, 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 16th day of June, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

June 16, 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.