

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

Cyndi Nealon, )  
 )  
 Complainant, )  
 ) **File No. WC-2023-0273**  
 v. )  
 )  
 Missouri American Water Company, )  
 )  
 Respondent. )

**ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A  
REPORT AND RECOMMENDATION**

Issue Date: April 27, 2023

Effective Date: April 27, 2023

On February 28, 2023, Cyndi Nealon filed a complaint with the Commission against Missouri American Water Company (MAWC). On March 3, 2023, the Commission issued its *Order Giving Notice of Case Filing, Directing Filing of Answer and Directing Staff Investigation*, giving MAWC until April 3, 2023 to file its Answer. On April 3, MAWC filed *Missouri-American Water Company's Request for mediation In Lieu of Filing and Answer*. Ms. Nealon initially agreed to mediation but withdrew her agreement to mediate on April 11, 2023. On April 12, 2023, the Commission issued an order directing MAWC to file an answer to Ms. Nealon's complaint. MAWC filed its answer to the complaint timely on April 19, 2023.

The Commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint.<sup>1</sup> The Commission will direct the Staff of the Commission (Staff) to investigate and file a report and recommendation.

**THE COMMISSION ORDERS THAT:**

1. Staff shall investigate the cause of the complaint and shall file its report and recommendation, or a status update, no later than May 27, 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 27<sup>th</sup> day of April, 2023.

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<sup>1</sup> Commission Rule 20 CSR 4240-2.070(11).

**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 27<sup>th</sup> day of April, 2023.**



*Nancy Dippell*  
\_\_\_\_\_  
**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**April 27, 2023**

**File/Case No. WC-2023-0273**

**Missouri Public Service  
Commission**  
Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel**  
Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opcservice@opc.mo.gov

**Cyndi R. Nealon**  
Cyndi R Nealon  
3416 Haas Ave.  
St. Louis, MO 63044  
cfit\_n@yahoo.com

**Missouri Public Service  
Commission**  
Paul Graham  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
Paul.Graham@psc.mo.gov

**Missouri-American Water  
Company**  
Timothy W Luft  
727 Craig Road  
St. Louis, MO 63141  
Timothy.Luft@amwater.com

**Missouri-American Water  
Company**  
Rachel Niemeier  
727 Craig Rd.  
St. Louis, MO 63141  
rachel.niemeier@amwater.com

**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.