

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

Michele A. Goad,	)	
	)	
Complainant,	)	
vs.	)	
	)	<b><u>File No. WC-2023-0142</u></b>
Missouri-American Water Company,	)	
	)	
Respondent	)	

**STAFF’S LIST OF ISSUES, ORDER OF WITNESSES,  
ORDER OF CROSS-EXAMINATION, ORDER OF OPENING STATEMENTS**

**COMES NOW** the Staff of the Missouri Public Service Commission (Staff), and, after consultation with the parties, tenders its List of Issues, Order of Witnesses, Order of Cross Examination, Order of Opening Statements.

**LIST OF ISSUES**

1. Did MAWC violate any statute, tariff, rule or order related to the water main break (“main break”) described in the Complaint?
2. Was MAWC’s service related to the main break safe and adequate in compliance with Section 393.130, RSMo?
3. Is Rule 3 of the Company’s Rules and Regulations governing the Rendering of Water Service (“Rules and Regulations”) Sheet No. R 11 relevant to whether MAWC’s service related to the main break was safe and adequate?

**ORDER OF WITNESSES**

Complainant	Michele Goad Tom and Susan Goad Michael and Alice Gleason <sup>1</sup>
Staff	David Spratt
MAWC	Brian Eisenloeffel

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<sup>1</sup> These witnesses wish to testify virtually.

## ORDER OF CROSS EXAMINATION

The parties identified below are parties that have pre-filed testimony. A different order of cross-examination may be more appropriate for specific issues; however, the following orders of cross-examination are generally based on adversity:

Complainant Witness: Staff, MAWC  
Staff Witness: Complainant, MAWC  
MAWC Witness: Complainant, Staff

## ORDER OF OPENING STATEMENTS

Michele Goad  
Staff  
MAWC

**WHEREFORE**, Staff respectfully submits the foregoing in compliance with the Commission's orders.

**Respectfully Submitted,**

/s/ Paul T. Graham #30416

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## CERTIFICATE OF SERVICE

The undersigned by his signature below certifies that the foregoing pleading was served upon all counsel of record on this October 16, 2023, by electronic filing in EFIS, electronic mail, hand-delivery, or U.S. postage prepaid.

/s/ Paul T. Graham