

Teresa Jones,)	
)	
Complainant,)	
)	
vs.)	<u>Case No.: WC-2019-0028</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

Issue Date: March 25, 2019

On November 28, 2018, the Commission issued its *Order Adopting Staff's Findings and Recommendations* ("Order"). Therein, the Commission ordered Missouri-American Water Company (the "Company") to submit confirmation to the Commission detailing the remedial training, which it had conducted for its representatives, and otherwise confirming that the technical problems, all as described in the Staff's Findings and Recommendations, had been corrected. The Commission ordered the Company to file this confirmation in EFIS no later than ninety (90) days after the effective date of the Order. The effective date of the Order was December 28, 2018. On February 25, 2019, the Company filed an *Affidavit* in EFIS. This *Affidavit* stated that it was being submitted to demonstrate compliance with the Order. It stated that the Company had "performed the recommendations as set forth in the Order" and detailed its actions. Staff nor any other party has filed any objection to the Company's *Affidavit*. The Commission, accordingly, will close this file.

THE COMMISSION ORDERS THAT:

1. This file may shall be closed.
2. This Order shall be effective when issued.



BY THE COMMISSION

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

Morris L. Woodruff
Secretary

Paul T. Graham, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 25th day of March, 2019.

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 25th day of March 2019.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 25, 2019

File/Case No. WC-2019-0028

**Missouri Public Service
Commission**

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**Missouri-American Water
Company**

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Teresa Jones

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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**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.