

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Aaron Fallon,

Complainant,

v.

Missouri American Water Company,

Respondent.

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**File No. WC-2024-0258**

## ORDER DIRECTING RESPONSE TO MEDIATION REQUEST

Issue Date: May 6, 2024

Effective Date: May 6, 2024

On March 22, 2024, Complainant Aaron Fallon filed a complaint with the Commission against Missouri-American Water Company. On March 29, 2024, the Commission issued an *Order giving Notice of Case Filing and Order Directing an Answer*.

On April 29, 2024, Missouri-American Water Company filed an *Answer and Request for Mediation*, pursuant to Commission Rule 20 CSR 4240-2.125(2). Mediation is an informal method of dispute resolution in which the parties voluntarily agree to participate. If mediation is unsuccessful, the case returns to the contested case track. No party relinquishes any rights by agreeing to participate in mediation.

The Commission will order the complainant to respond and state if they agree to mediate the complaint.

**THE COMMISSION ORDERS THAT:**

1. No later than May 20, 2024, Aaron Fallon shall file a response to Missouri-American Water Company's mediation request and state whether he agrees to enter into mediation.
2. All other actions in this matter shall cease and all time limitations and deadlines are tolled until further order of the Commission.
3. This order is effective when issued.



**BY THE COMMISSION**

*Nancy Dippell*

Nancy Dippell  
Secretary

Karolin S. Walker, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo (2016).

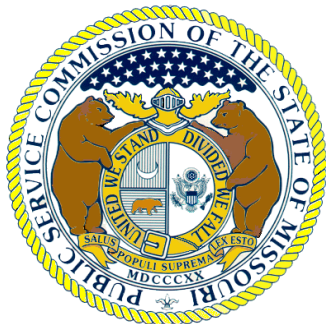
Dated at Jefferson City, Missouri,  
on this 6<sup>th</sup> day of May, 2024.

**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 6<sup>th</sup> day of May 2024.**



*Nancy Dippell*  
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**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**May 6, 2024**

**File/Case No. WC-2024-0258**

**MO PSC Staff**

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  
(OPC)**

Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opc@psc.mo.gov

**Aaron Fallon**

Aaron Fallon  
2431 Abbot Kinney Blvd  
Venice, CA 90291  
aaronfallon@mac.com

**Missouri-American Water  
Company**

Dean Cooper  
312 East Capitol  
P.O. Box 456  
Jefferson City, MO 65102  
dcooper@brydonlaw.com

**Missouri-American Water  
Company**

Rachel Niemeier  
727 Craig Rd.  
St. Louis, MO 63141  
rachel.niemeier@amwater.com

**MO PSC Staff**

Casi Aslin  
200 Madison Street  
Jefferson City, MO 65101  
casi.aslin@psc.mo.gov

**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.