

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

Keith Edwards,)	
)	
Complainant,)	
)	
v.)	File No. SC-2024-0379
)	
Missouri-American Water Company,)	
)	
Respondent.)	

**MISSOURI-AMERICAN WATER COMPANY’S ANSWER
AND MOTION TO DISMISS**

COMES NOW the Respondent, Missouri-American Water Company (“MAWC” or “Company”), pursuant to 20 C.S.R. 4240-2.070, and for its Answer, respectfully states as follows to the Missouri Public Service Commission (“Commission”):

PROCEDURAL HISTORY

1. Keith Edwards (“Mr. Edwards” or “Complainant”) filed a formal complaint (“Complaint”) with the Commission on June 28, 2024.
2. On June 28, 2024, the Commission issued an *Order Giving Notice of Case Filing, Directing an Answer, and Directing a Staff Investigation*, giving the Company until July 29, 2024, to file its Answer. This filing complies with that Order.

ANSWER

3. MAWC admits that it provides service to **[REDACTED]**, St. Louis, MO 63121.
4. MAWC admits that Mr. Keith Edwards is the name associated with the account for ** [REDACTED] [REDACTED]**, St. Louis, MO 63121.
5. MAWC admits that its office address is 727 Craig Rd. St. Louis, MO 63141, as alleged in paragraph 3 of Complaint.

****Denotes Confidential Information****

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6. MAWC admits that it is a public utility under the jurisdiction of the Missouri Public Service Commission as alleged in paragraph 4 of the Complaint.
7. MAWC denies that the amount at issue in this Complaint is ** [REDACTED] ** as alleged in paragraph 5 of the Complaint.
8. MAWC denies all allegations related to alleged damages, negligence, or repairs to Complainant's personal property by MAWC contractors contained within paragraph 6 of the Complaint. MAWC admits that the photograph depicts what is typically done when marking water lines in that the blue represents the water lines. However, the Company asserts the yellow lines represent natural gas lines, and therefore denies that those lines depict the Claimant's sewer line, pursuant to marking standards guidelines.
9. MAWC denies the allegations contained within paragraph 7 of the Complaint.
10. MAWC admits that Complainant attached a letter to his Complaint and further admits that Mr. Edwards contacted the Company to discuss the facts surrounding this matter. MAWC denies any allegations contained within paragraph 8 of his Complaint not specifically admitted.
11. MAWC denies any allegation contained within the Complaint that is not specifically admitted herein.
12. MAWC denies violating any of the Company's tariff, Commission Rule or statute in regard to this matter.

MOTION TO DISMISS

13. MAWC asserts that Mr. Edwards fails to state a claim upon which relief may be granted, as the Commission is not authorized to award damages.
14. MAWC asserts that Mr. Edwards fails to set forth any violation of any provision of law or any rule, order or decision of the Commission in violation of the requirements of

Commission Rule 20 CSR 4240-2.070, therefore his complaint should be dismissed.

15. MAWC asserts that the Commission does not have jurisdiction over claims for negligence and therefore this case should be dismissed.

WHEREFORE, MAWC requests that the Commission accept this Answer and further relief as is just and proper under the circumstances.

Respectfully submitted,

MISSOURI-AMERICAN WATER COMPANY

/s/ Rachel L. Niemeier

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CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic mail or U.S. Mail on July 29, 2024, to the following:

Office of the Staff Counsel
Governor Office Building
Jefferson City, MO 65101
staffcounsel@psc.mo.gov

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/s/ Rachel L. Niemeier