

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Nizama Junuzovic,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. WC-2026-0028</u>
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

ORDER DIRECTING RESPONSE TO MEDIATION REQUEST

Issue Date: September 2, 2025

Effective Date: September 2, 2025

On July 30, 2025, Complainant Nizama Junuzovic filed a formal complaint with the Commission against Missouri-American Water Company (MAWC). On that same date, the Commission issued its *Notice of Complaint and Order Directing Answer and Staff Investigation*, which also mentioned the possibility of mediation.

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.

On August 29, 2025, MAWC filed a *Request for Meditation in Lieu of Filing an Answer*, pursuant to Commission Rule 20 CSR 4240-2.125(2).

The Commission will direct Ms. Junuzovic to file a response stating whether she agrees to mediation of her complaint.

THE COMMISSION ORDERS THAT:

1. No later than September 12, 2025, Ms. Junuzovic shall file a response to MAWC's mediation request, stating whether she agrees to enter into mediation.
2. All procedural deadlines are stayed until the commission rules on MAWC's meditation request.
3. This order is effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Kenneth J. Seyer, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

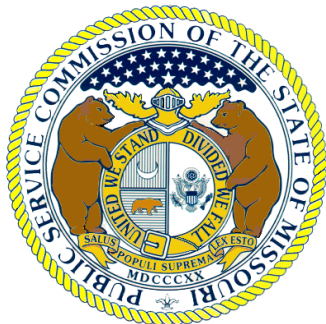
Dated at Jefferson City, Missouri,
on this 2nd day of September, 2025.

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 2nd day of September 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 2, 2025

File/Case No. WC-2026-0028

MO PSC Staff

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Nizama Junuzovic

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
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.